

1C License Recovery (Self-hosted)

There are two types of licenses in FirstBit that are used simultaneously - [FirstBit License configurations](#) and 1C Platform License.

The below description is how to restore 1C Platform License.

The "**License not found**" error message typically occurs when the system cannot locate the valid license associated with the software. This can happen for various reasons, such as the license being deactivated, the system parameters changing, or an issue with the configuration. Here's a detailed explanation of how to recover and restore your license when faced with this error.

Steps to Recover and Reactivate 1C Platform License

When a license is purchased, the following server license details are provided:

Registration Number (also referred to as the Kit Number).

License Details: Includes the product name and type.

PIN Codes: One PIN code is needed to activate the server license. Additional codes are included for scenarios such as: transferring the server to a different computer; making hardware or operating system changes.

Registration Number: 0000000006

Product: 1C: Enterprise 8. Server License (x86-64)

License Type: 1C:Enterprise Server License (x86-64)

PINCODES:

100-000-000-000-000

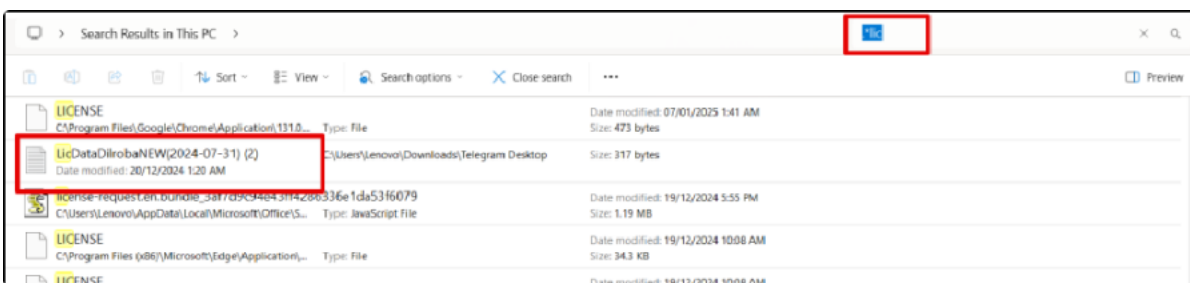
200-000-000-000-000

300-000-000-000-000

1. Use the License Data File (LIC Data File) and existing pin codes.

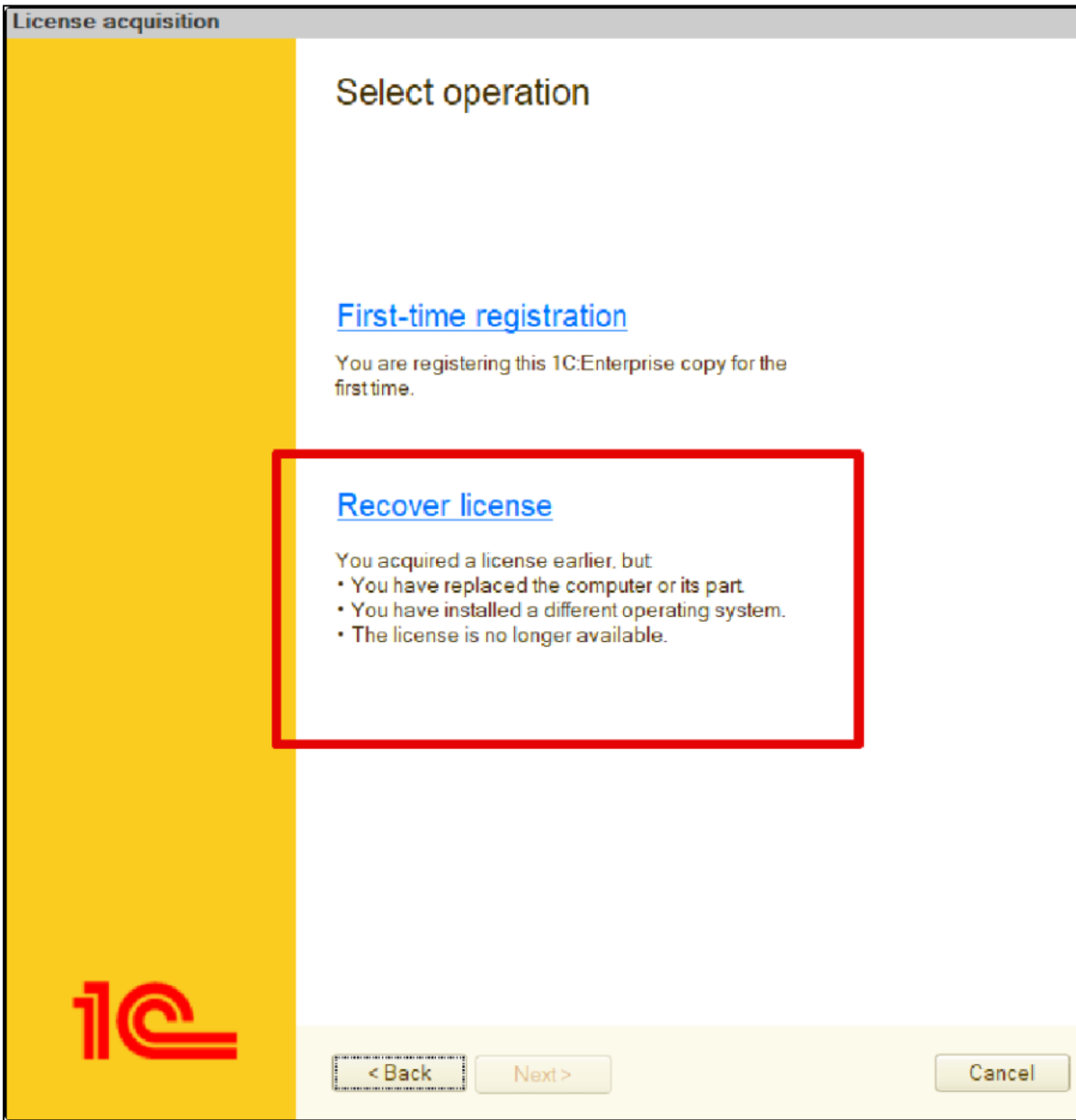
The first and most straightforward method is to attempt to recover the license using the **LIC data file**. This file contains the license information and is typically stored in a specific location on your system.

Check for the LIC Data File: Ensure that the **LIC data file** is available. This file should be saved in the specified path, which is typically provided during the initial license registration. Search the license using `.*lic` in the PC



Select the Option to Recover Using LIC Data File: If the file is available, choose to recover the license using this data file. This will restore the license configuration associated with the file.

Next, go to **Acquire License**, input the **License Kit Number** and **PIN** (provided during registration), and select **Recover License**.



If the key computer's parameters have changed (e.g., hardware or OS updates):

If parameters remain unchanged, **leave the box checked** and use the original PIN code.

Registration Number: 0000000006

Product: 1C:Enterprise 8. Server License (x86-64)

License Type: 1C:Enterprise Server License (x86-64)

PINCODES:

100-000-000-000-000

200-000-000-000-000

300-000-000-000-000



Uncheck "I am sure the key computer parameters have not been changed" and provide an unused PIN code, in the new PIN field.

Registration Number: 0000000006
Product: 1C:Enterprise 8. Server License (x86-64)
License Type: 1C:Enterprise Server License (x86-64)
PINCODES:
100-000-000-000-000
200-000-000-000-000
300-000-000-000-000


License acquisition

PINs for license recovery

I certify that the key computer parameters have not been changed

Current PIN
100-000-000-000-000

New PIN
200-000-000-000-000



< Back Next > Cancel

Enter the personal data verification details exactly as specified in the license file, ensuring all information matches perfectly.

License acquisition

Personal data verification

Provide the details that you entered during the initial license acquisition. Note that you need to select a country from the list. If you input the country manually during the initial acquisition, select <Another country> from the list and type it in the field below.

Company Individual

Company:

Last name:

Name:

Middle name:

e-mail:

Country:

Region/state: ZIP code:


District:

City:

Street:

Street number: Building:

Unit or office num.:



Then, click **NEXT** to complete the process. The license should be installed successfully. If you're unsure which PIN codes were unused, you can try the following combinations:

- First, try the 1st and 2nd PIN code combinations.
- If that doesn't work, try the 2nd and 3rd PIN code combination, keeping the 2nd PIN code as the current PIN and the 3rd PIN code as the new PIN.

Registration Number: 0000000006

Product: 1C:Enterprise 8. Server License (x86-64)

License Type: 1C:Enterprise Server License (x86-64)

PINCODES:

100-000-000-000-000

200-000-000-000-000

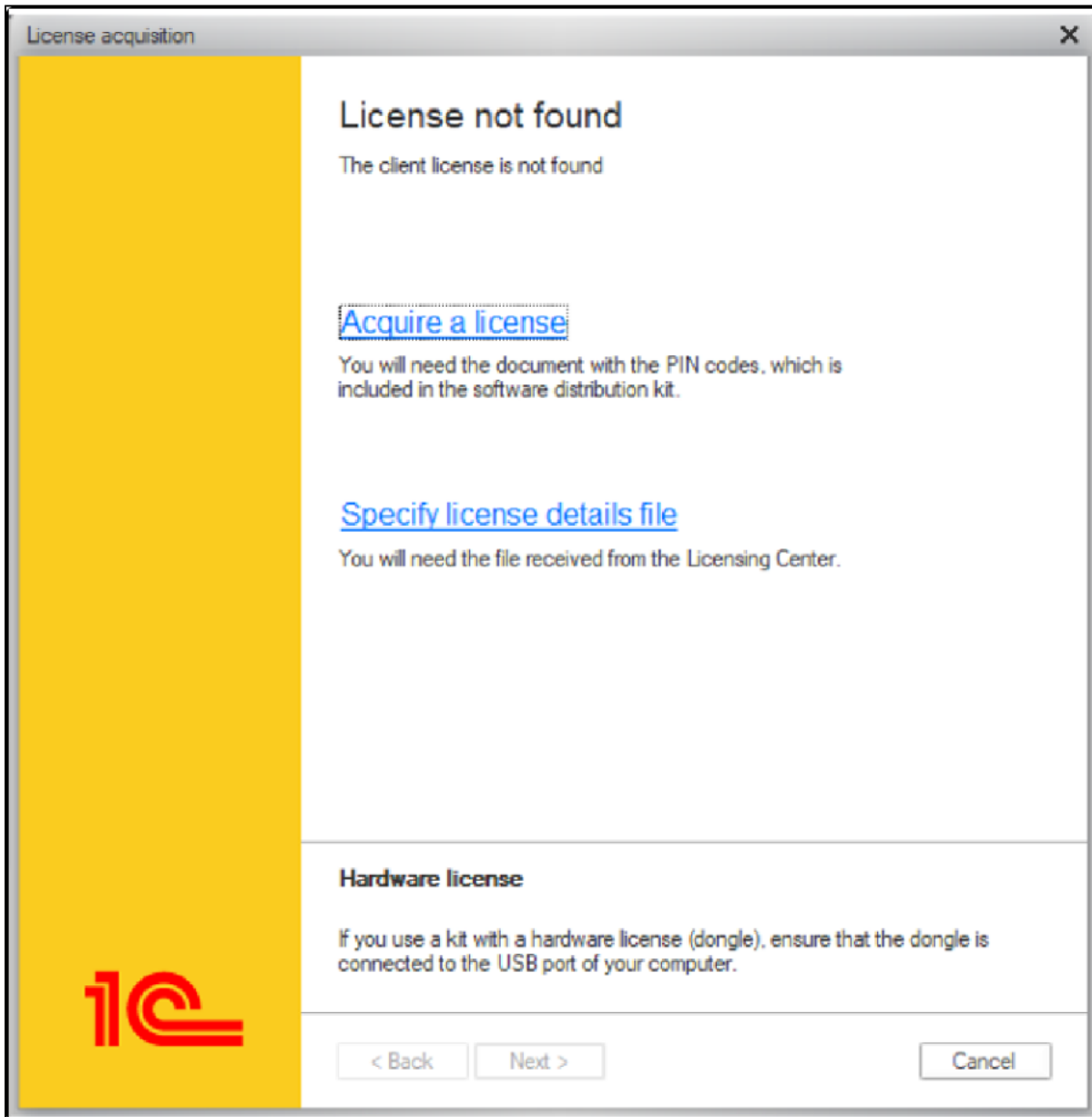
300-000-000-000-000

Request Additional PIN Codes from 1C

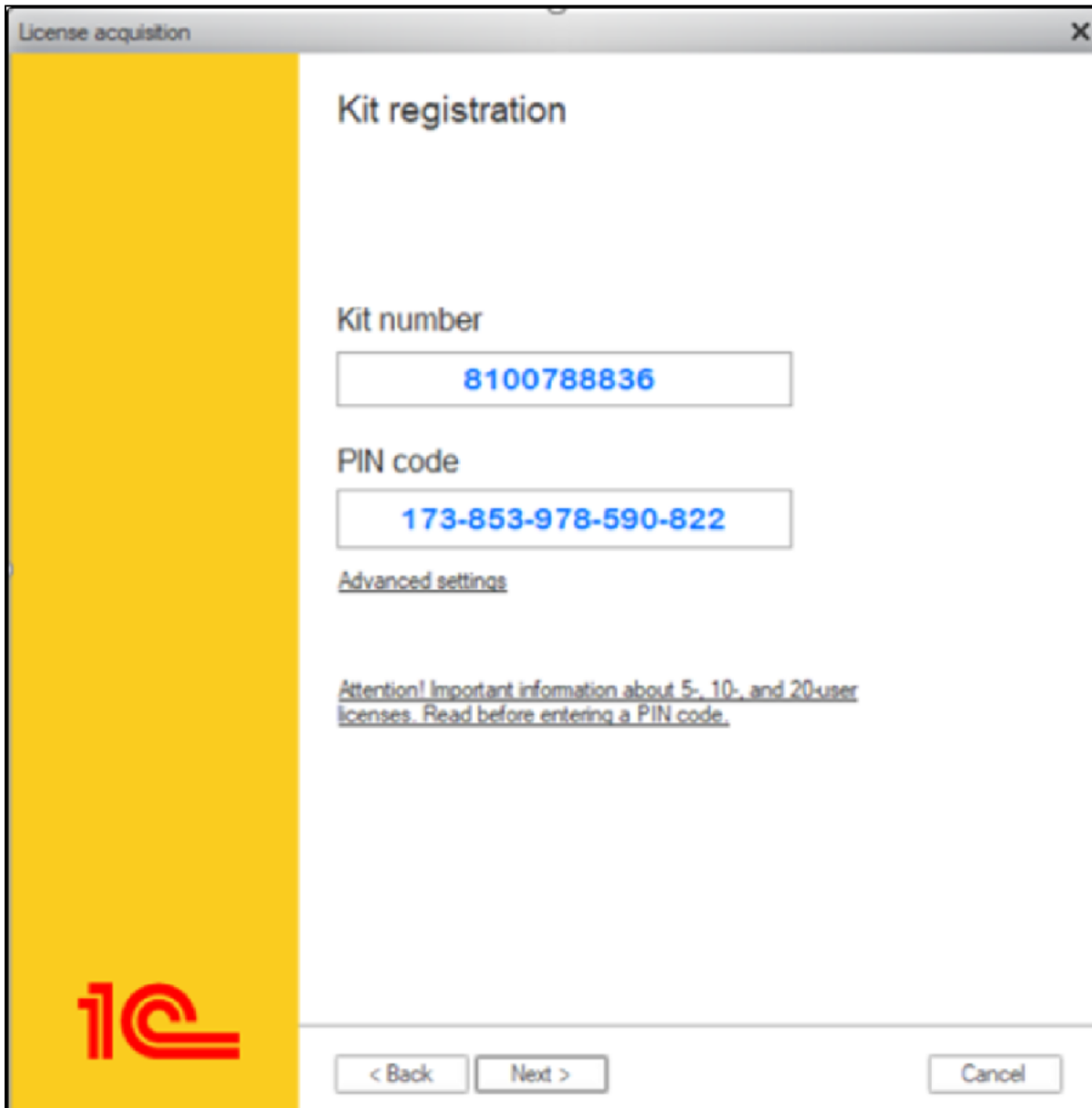
If the above LIC data file recovery with available PIN codes fails and shows a "PIN code input error," contact Hotline Team for additional PIN codes hotline@firstbit.ae

Once you've obtained the new PIN codes, follow the steps below to complete the recovery process:

Select "Acquire a License": After obtaining the PIN codes, select the option to **Acquire a License**. This option should be available in the software where you are trying to restore the license



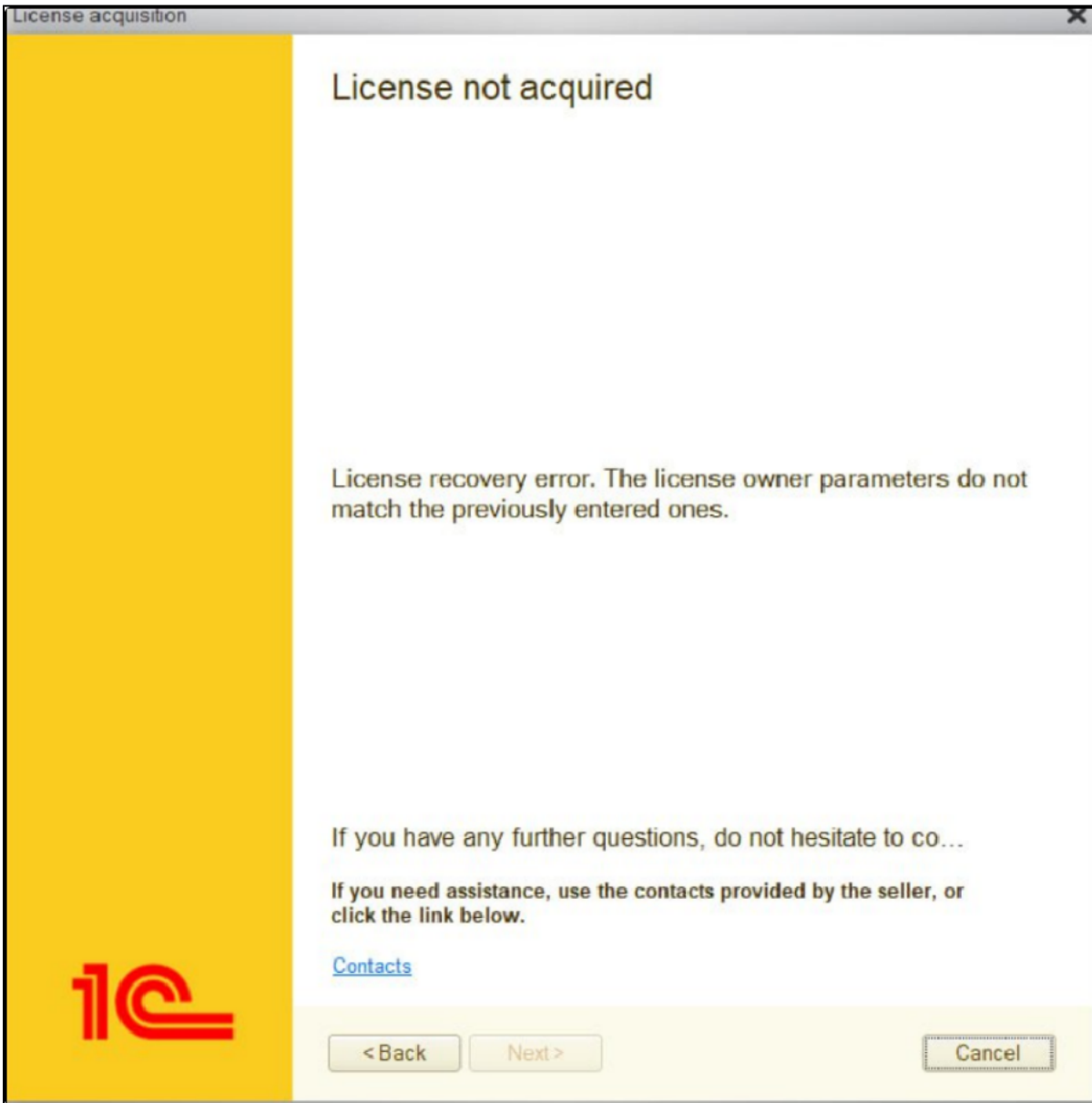
Use the Last PIN Code: During the recovery process, use the **last PIN code** you used for the initial registration of the license. This code is essential as it acts as the primary key for the recovery.



Use New PIN Codes: The newly obtained PIN codes will be used as backup or "reserved" codes during the recovery process. These reserved PIN codes serve as secondary keys that can be used if needed. By following these steps carefully, you can restore the license and resolve the "License not found" error.

License recovery error.

If all the necessary details are available but the license is still not activating, showing an error that "The license owner parameters do not match the previously entered ones" it is likely that the details entered do not align exactly with those in the **Initial LIC file**.



Remove Extra Spaces: Check for spaces before or after the data and remove them.

Personal data verification

Provide the details that you entered during the initial license acquisition. Note that you need to select a country from the list. If you input the country manually during the initial acquisition, select <Another country> from the list and type it in the field below.

 Company Individual

Company:

FirstBit Technologies

Last name:

Hossain

Name:

Dilroba

Middle name:

e-mail:

Dhossain@technopeak.ae

Country:

United Arab Emirates

Region/state:

Dubai

ZIP code: 214169

District:

Barsha Heights

City:

Dubai

Street:

Smart Heights Tower

Street number:

Building:

Unit or office num. 2202

Check Data in Correct Fields: Make sure all information is entered in the right fields.

Match Country Name: Ensure the country name in the LIC data file and verification page is the same. If not, go to the country field, select another country, and then type "AE" (or the exact country format from the LIC file).

License acquisition

Personal data verification

Provide the details that you entered during the initial license acquisition. Note that you need to select a country from the list. If you input the country manually during the initial acquisition, select <Another country> from the list and type it in the field below.

Company Individual

Company:

Last name:

Name:

Middle name:

e-mail:

Country:

Region/state: ZIP code:

District:

City:

Street:

Street number: Building:

Unit or office num.:

< Back Next > Cancel

File Edit View

License owner: Legal entity
Company: FirstBit Technologies
Last name: Hossain
Name: Dilroba
Middle name:
Email: Dhossain@technopeak.ae
Country: XX|AE
Zip code: 214169
Region/State: Dubai
District: Barsha Heights
City/Town: Dubai
Street: Smart Heights Tower
Street number:
Building:
Apartment/Office: 2202

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License acquisition

Personal data verification

Provide the details that you entered during the initial license acquisition. Note that you need to select a country from the list. If you input the country manually during the initial acquisition, select <Another country> from the list and type it in the field below.

Company Individual

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Middle name:

e-mail:

Country:

Region/state: ZIP code:


District:

City:

Street:

Street number: Building:

Unit or office num.:



These steps should help you activate the license without the error.

Thank you for being a FirstBIT customer!

#1CLicenseActivation #LICFileIssues #1CLicensenotfound