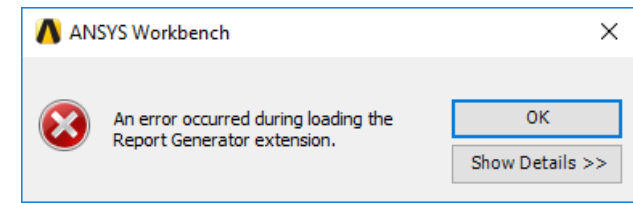
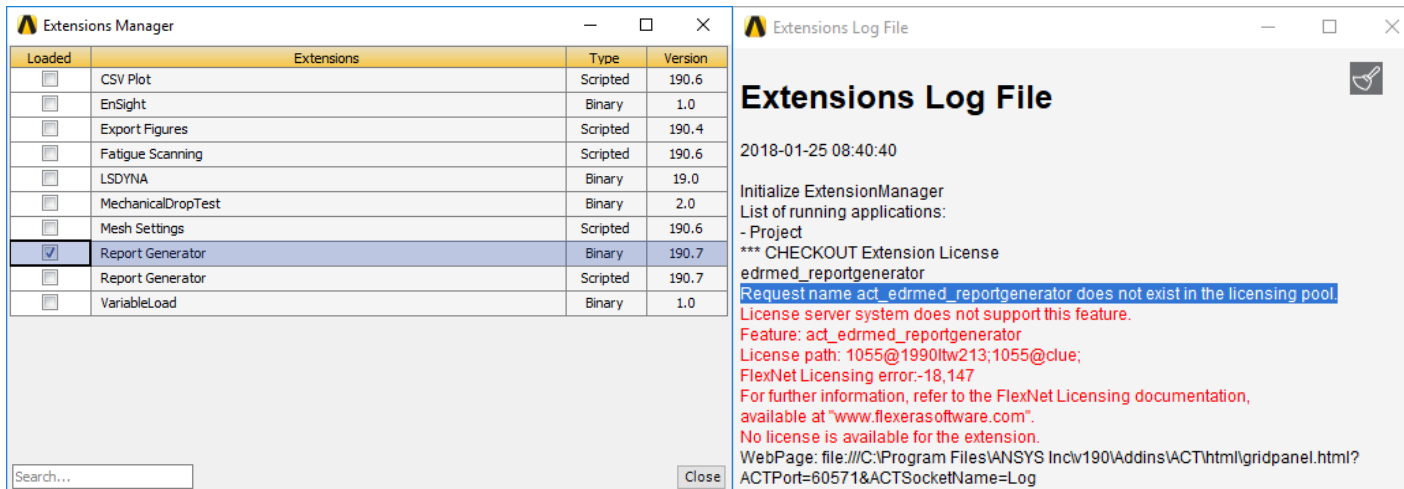


ERROR starting paid apps



- Paid apps needs a license in order to be activated in a project. It is a floating license of same type as for all other ANSYS products and is limited in number of users (seats) and supported ANSYS versions.
- If you get this error: **“An error occurred during loading the *App name* extension.”** look in the Extensions Log File (Extensions>View Log File) to see if you managed to check out the app license. Possible errors are:
 - **“Request name *act_app_license* does not exist in the licensing pool”**
App license is not installed or license server not restarted after install or no app license available.
Solution: Start the “Client ANSLIC_ADMIN Utility” and list the license status.
 - **“License server system does not support this version of this feature”**
Your are running a newer version of ANSYS than what is supported in the license. When buying the app you are entitled to run current version plus one major upgrade, i.e. buying an app in version 17.0 will allow usage up to 18.2.
Solution: If you have a valid ANSYS version and the app does not start contact your ANSYS reseller and request a new license file. If your ANSYS version is higher, e.g. 19.0, you have to buy a new version of the app to get a new license.



The screenshot shows two windows from ANSYS Workbench. The left window is the 'Extensions Manager' showing a list of installed and available extensions. The right window is the 'Extensions Log File' showing the error message for the Report Generator extension.

Loaded	Extensions	Type	Version
<input type="checkbox"/>	CSV Plot	Scripted	190.6
<input type="checkbox"/>	EnSight	Binary	1.0
<input type="checkbox"/>	Export Figures	Scripted	190.4
<input type="checkbox"/>	Fatigue Scanning	Scripted	190.6
<input type="checkbox"/>	LSDYNA	Binary	19.0
<input type="checkbox"/>	MechanicalDropTest	Binary	2.0
<input type="checkbox"/>	Mesh Settings	Scripted	190.6
<input checked="" type="checkbox"/>	Report Generator	Binary	190.7
<input type="checkbox"/>	Report Generator	Scripted	190.7
<input type="checkbox"/>	VariableLoad	Binary	1.0

Extensions Log File

2018-01-25 08:40:40

Initialize ExtensionManager
List of running applications:
- Project
*** CHECKOUT Extension License
edmed_reportgenerator
Request name act_edmed_reportgenerator does not exist in the licensing pool
License server system does not support this feature.
Feature: act_edmed_reportgenerator
License path: 1055@1990ltw213;1055@clue;
FlexNet Licensing error:-18,147
For further information, refer to the FlexNet Licensing documentation,
available at "www.flexerasoftware.com".
No license is available for the extension.
WebPage: file:///C:/Program Files/ANSYS Inc/v190/Addins/ACT/html/gridpanel.html?
ACTPort=60571&ACTSocketName=Log

