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Issue:

After uninstalling and reinstalling my GE Common License client/server from my system, my original issue persists.

Answer:

There are cache files that retain the previous configurations of the GE Common License client/server. These cache files retain information such as the device ID of a system that persist through a clean, refresh, and/or uninstall of GE Common Licensing. Several licensing issues have been identified to persist through a reinstall and are linked to these cache files.

The best method to completely uninstall and reinstall GE Common Licensing is as follows:

1. Return any currently installed licensing to the GE Cloud if applicable.
2. Uninstall all GE Digital licensing programs via Programs and Features in the Control Panel (Common Licensing by GE Digital. Additionally, uninstall the Local License Server and the Local License Server Administration Tool if installed.)
3. Using the File Explorer, delete the Proficy Common Folder. The Proficy Common Folder is found in "C:\Program Files (x86)\Proficy\" by default. This is the location of the cache files and is left on the system after an uninstall.
4. Reboot the system to reset all services.
5. Install the Common Licensing, and Local License Server and Tools if applicable.
6. Upon installation, open the License Client, go to the advanced tab, and click "Clean license information on this computer". Clean licensing information.
7. On the view licenses tab, click "Refresh Data".

This process will return your system back to a fresh installation of the license client and clear most issues. The final refresh data in step 7 is necessary to change the device ID of the system in case the root cause of the issue was a system name change or a lost NIC binding.

If you are unable to remove licenses from the system before performing these steps, the licenses will likely need to be recovered by AutomaTech or GE. Please call our support line at 508-830-0088 ext.3 during operating hours for assistance with license recovery.

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Products: All GE Common Licensing
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