

Unknown DLM error has occurred

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Issue has been reported where the Uniface application is unable to checkout license features while it previously worked OK.

Error message seen on screen is:

'Could not load environment. Contact Uniface Support'

Starting the Uniface application with \$ioprint=64 in the used ASN file:

```
*.asn

[SETTINGS]
$putmess_logfile      =      .\log\putmess-%h_%u_%p.log
$ioprint              =      64
```

the following message could be read:

```
putmess.log

Checkout of license feature Uxxxx failed, reason:
Unknown DLM error has occurred; no messages available
```

Issue can be caused by a corruption in the registry key ROOT_CONFIG where a ? (question-mark) has been added at the end of the key.

Resulting in a DLM Root config of C:\users\public?\ instead of C:\users\public\ and being unable to find and/or create required files for correct working of the product.

Solution:

Copy the following text *completely* in notepad.exe and save file as 'dlm-root_config-repair.reg' on the DLM license server temp folder. (Take notice of the file name extension being .REG)

For 64-Bit DLM on 64-Bit OS and 32-Bit DLM on 32-Bit OS:

```
dml-root_config-repair.reg

Windows Registry Editor Version 5.00

[HKEY_LOCAL_MACHINE\SOFTWARE\Compuware\DLM]
"ROOT_CONFIG"="C:\\Users\\Public\\"
```

For 32-Bit DLM on 64-Bit OS:

```
dml-root_config-repair.reg

Windows Registry Editor Version 5.00

[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Compuware\DLM]
"ROOT_CONFIG"="C:\\Users\\Public\\"
```

and Run this created registry file on the license server as *Administrator* by *double* click on the file.

<< DLM Technical Information