

How to refresh the License Key for ISF Watchkeeper 3 (Server)

Problem

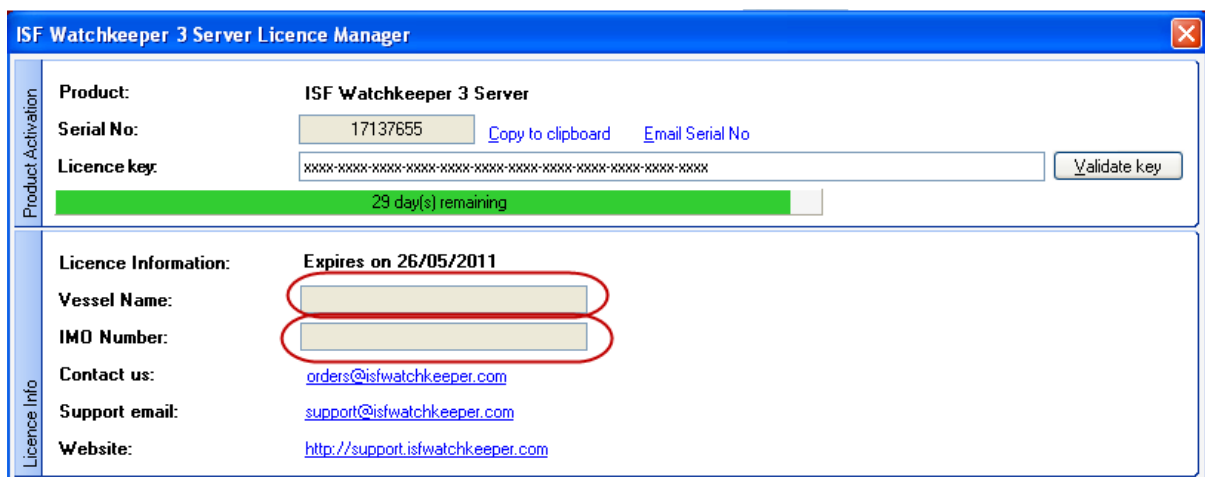
You try to connect WK3 Client to the Server and you receive this error:



However on further investigation, the WK3 Server License Manager shows there are valid days remaining and the license timebar is green

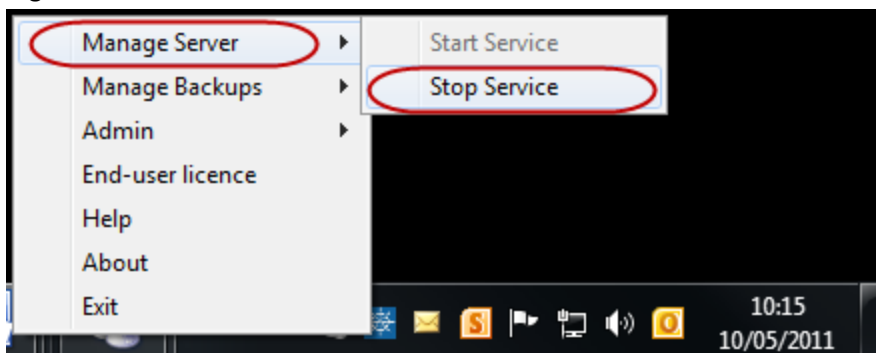
OR

The WK3 Server license manager shows a blank "Vessel Name" and "IMO Number"

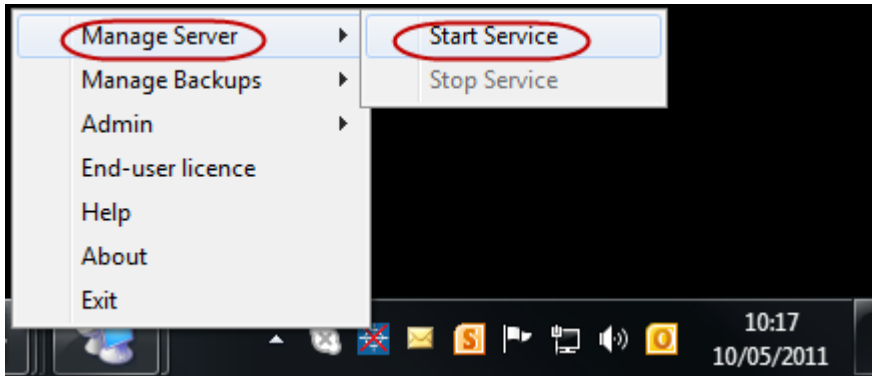


Solution

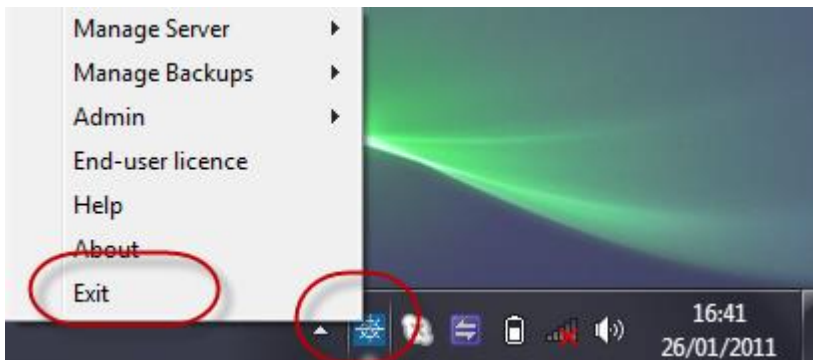
1. Locate the Watchkeeper 3 Server applet (bottom right of the screen)
2. Right-click it and choose MANAGE SERVER->STOP SERVICE



3. Right-click it again and choose MANAGE SERVER-START SERVICE

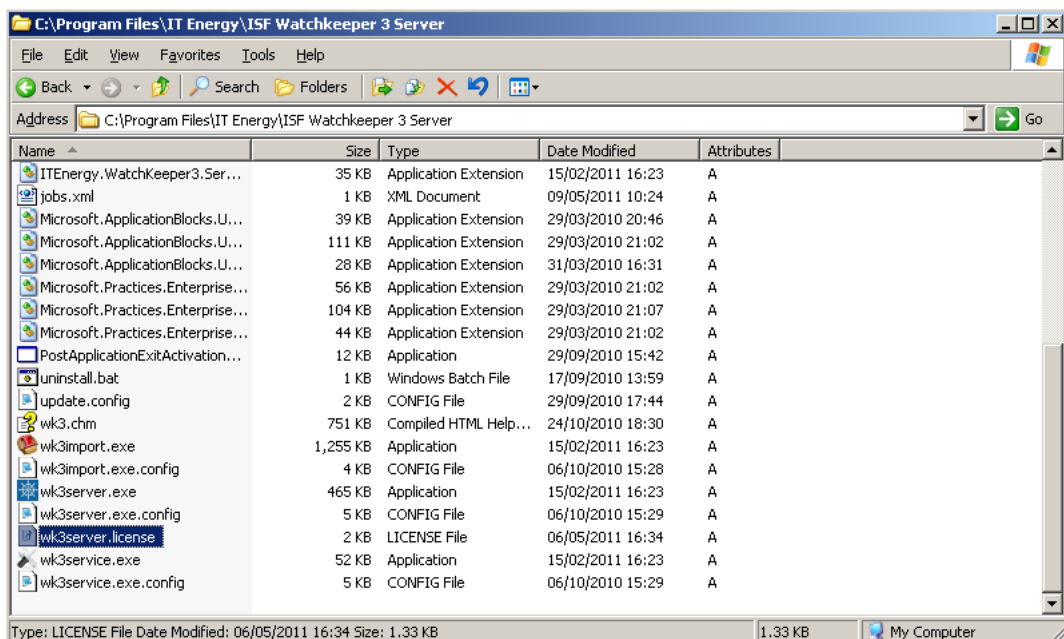


4. Right-click it once more and choose EXIT

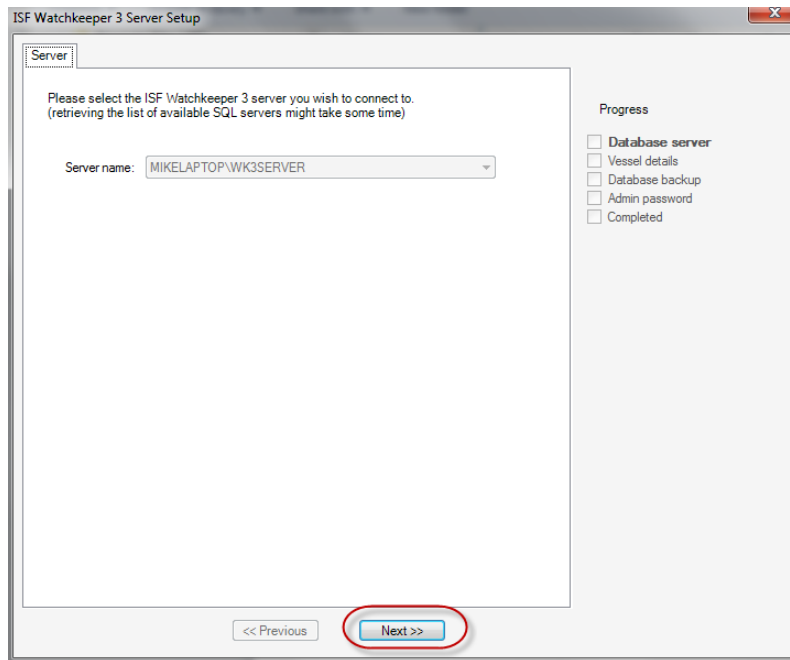


5. Use Windows Explorer or My Computer to browse to the Watchkeeper installation folder.
This is:

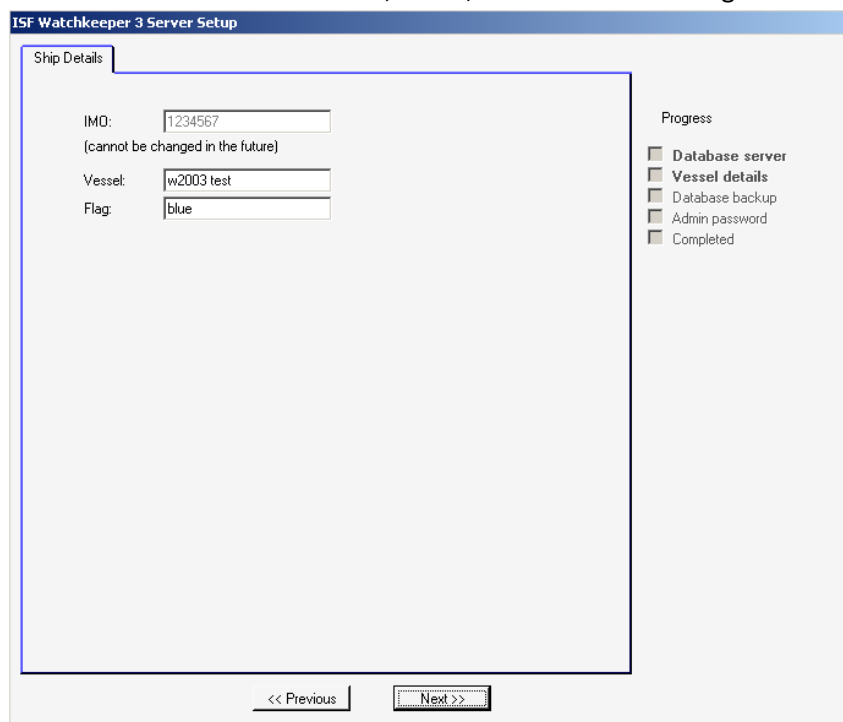
- a. C:\Program Files (x86)\IT Energy\ISF Watchkeeper 3 Server (64 bit)
- OR
- b. C:\Program Files\IT Energy\ISF Watchkeeper 3 Server



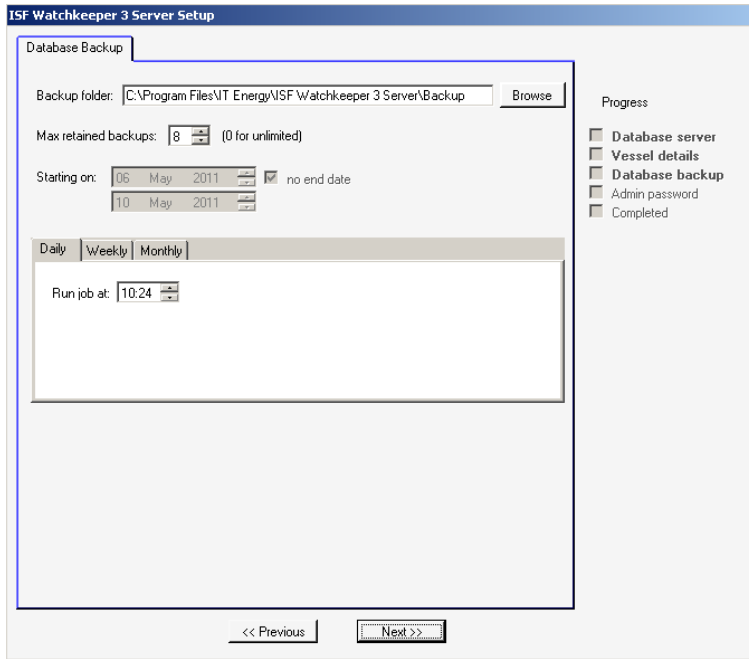
6. Delete the file "WK3SERVER.LICENSE"
7. Load Watchkeeper 3 Server: click START then PROGRAMS then ISF WATCHKEEPER 3 SERVER then ISF WATCHKEEPER 3 SERVER
8. The start-up wizard will appear:



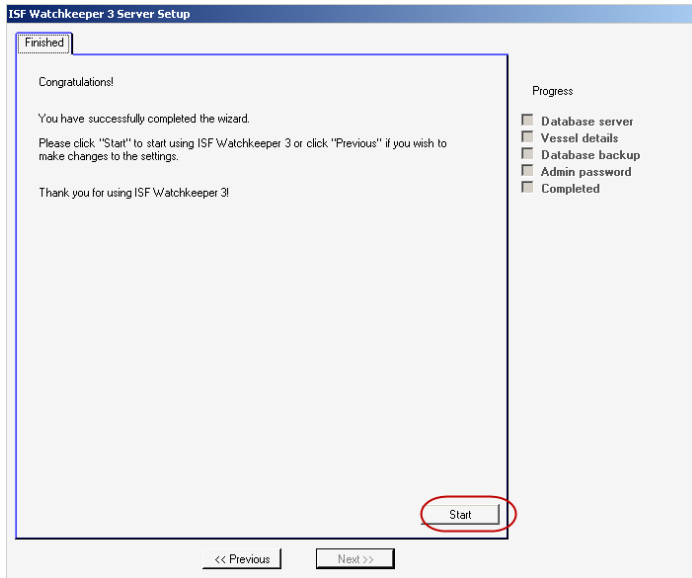
9. Click NEXT . Enter Vessel details, name, IMO number and flag.



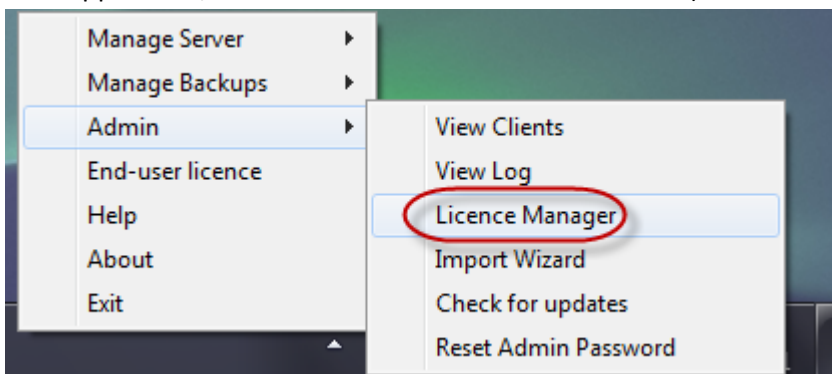
10. If these fields are already populated, then just click NEXT
11. Configure the backup schedule, or just leave it on its default settings (one backup per day).



12. Click NEXT. You will now be asked whether to enter a password for Watchkeeper. To leave this blank (recommended), click NEXT
13. Now click START to complete the wizard and start Watchkeeper Server:



14. Now load the license manager again to verify the subscription or trial is active (right-click WK3 applet icon, choose ADMIN then LICENCE MANAGER):



15. Now load one of the previously installed Watchkeeper 3 Client programs to re-connect to the WK3 Server

support@isfwatchkeeper.com