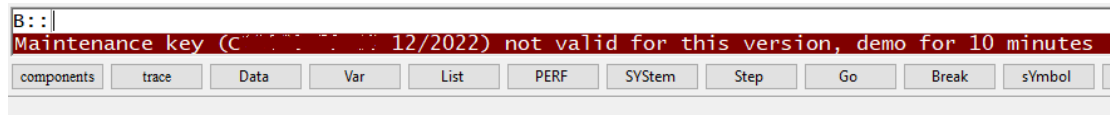




[Knowledgebase](#) > [Setup / update](#) > [I get the error "Maintenance key \(...\) not valid for this version, demo for 10 minutes"](#)

I get the error "Maintenance key (...) not valid for this version, demo for 10 minutes"

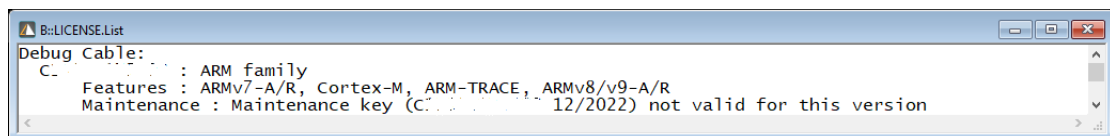
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This error message "**Maintenance key (...) not valid for this version**", or "**Warranty key (...) not valid for this version**", means that you are using a TRACE32 PowerView software version which is not covered by your software maintenance included in the debug probe.

All Lauterbach products are delivered with a full version of the TRACE32 PowerView software and a 12-month software guarantee. This original software version can be used indefinitely. The original software guarantee allows users to upgrade their software version for 12 months from the date of purchase. No extra software maintenance key is required within this period. After this 12 months period, an additional maintenance key is required in order to upgrade the TRACE32 software. This key has then to be programmed into the debug probe.

You can check the expiration date of the current maintenance under [TRACE32 Maintenance Check](#) or using the **LICENSE.List** command in TRACE32 PowerView.



Note

If the **LICENSE.List** window shows an expiration date inferior to the one reported by the [TRACE32 Maintenance Check](#), then a new maintenance key has been purchased, but has not been programmed into the debug probe. You can retrieve the key in this case [here](#).

If you have no TRACE32 PowerView software running, you can also obtain the serial numbers for your hardware from the product label. Please make sure the serial number you enter is from a debug probe, nexus adapter, CombiProbe or µTrace®. PowerDebug base modules are not licensed.



If your product has licenses for more than one architecture, then the serial number for each architecture has its own maintenance license. When ordering a new maintenance key, please be aware that if you want to do multicore debugging with different processor architectures, all the involved software maintenance licenses should be valid.

For floating licenses, you can get them either from the latest license file (.lic), or from the “Status” menu in the RLM web server. Please make sure it is a serial number of a Front-End” floating license:

License pool status

Product	Pool	Ver	Expires	count	soft lim	inuse	res	timeout	share	transactions	Show License Usage
t32.frontend.arc	1	2014.02	permanent	Token	0	0	0	4800	None	0	usage...
t32.i13 97.maint	2	2014.02	permanent	1	1	0	0	4800	None	103	usage...
t32.multicore.all	3	2014.12	permanent	Token	0	0	0	4800	None	0	usage...
t32.i13 73.maint	4	2014.12	permanent	1	1	0	0	4800	None	1	usage...
t32.frontend.arm	5	2015.03	permanent	Token	0	0	0	4800	None	1	usage...
t32.i14 19.maint	6	2015.03	permanent	5	5	1	0	4800	None	1304	usage...
t32.frontend.x86	7	2015.03	permanent	Token	0	0	0	4800	None	0	usage...
t32.i14 20.maint	8	2015.03	permanent	3	3	0	0	4800	None	117	usage...

Comments (2)

Comments (2)

RB Rebecca Barbagallo

2 months ago

It is possible use the TRACE32 PowerView software after 12 month without a new maintenance key or the upgrade of the software is necessary to use it?

Khaled Jmal

1 month ago

Hello Rebecca,

you can use TRACE32 versions covered by the software maintenance without any limitations. Only updating the TRACE32 software to versions newer than the maintenance expiration date requires a new key.

Regards,

Khaled