TRACE32 is not able to read the serial number of my debug probe

2026-08-13 - Comments (0) - Setup / update

If TRACE32 cannot read the serial number of your debug probe, it usually indicates that the license stored in the probe is corrupted. In such cases, the serial number is displayed as `C00000000000`.

You may also see error messages such as:

- *License damaged in debug cable, demo limited to 5 minutes*
- *Cannot read license from debug cable, demo limited to 5 minutes*

Depending on the cause, the issue can sometimes be fixed remotely using a repair script. In other cases, the hardware may need to be sent in for repair.

Please report this issue to Lauterbach Support and include the following information:

- A system information report about your TRACE32 configuration:
  - In TRACE32, go to **Help > Support > System Information...**, then click **Save to File**.
- The file **cablestate.txt** generated by executing the following PRACTICE script:

  ```
  DO ~~/demo/etc/diagnosis/environment/cablestate.cmm
  ```