

MachSim External Posting Enabler (EPE) Troubleshooting Guide

- 1. The entered External Posting Enabler license key is invalid. Please check the length, content, format, and each number and sign. Please try again or contact your Reseller.**

Explanation:

As stated, the license key that was introduced was not deemed to be valid. This can be caused by mistypes or special characters that have been added by remote accessing software.

Troubleshooting:

Check that the license format itself is the appropriate one in the first place. The current license type is formed of 3 parts: the Mastercam license number itself followed by a hyphen (like the one added from your keyboard), a 2, another hyphen, and a string of digits that varies in length. If possible, please try to copy the license from the original media on which you have received it if digital in form and avoid typing it out by hand. If that does not solve the problem, try to analyze the content of your clipboard, and clear out any potential special character. To do so, first, paste the copied string to a plain text editor (like Notepad) and ensure that you are only copying the license string itself. If your plain text editor supports this, use a visualization mode that shows the special characters as well (new line, carriage return, etc.) and ensures that you are copying only what is needed.

- 2. The entered External Posting Enabler license key is used for another Mastercam license and cannot be used. Please contact your Reseller.**

Explanation:

This means that the External Posting Enabler license that was introduced is meant for a license different from the one in use by the current Mastercam session.

Troubleshooting:

Try to check that the Mastercam license that you are using in this session matches the one found in the External Posting Enabler license string itself. Even if your Mastercam license contains a letter, it does not count for the generated External Posting Enabler license itself. This means that only the digits themselves are checked.

- 3. The entered External Posting Enabler license key is invalid. The start date of the new license key is set for a future date. Please wait for the proper date to enter the license key or contact your Reseller.**

Explanation:

This means that the license that was introduced was generated for a date that has not been reached yet (for example, the start date could be set for April when the current month is still February).

Troubleshooting:

Check that the license was added to our database with the intended start date. If that is correct, then the license should be usable starting from the month before the one set in the database (for example, for a license that is set to start in April, it will be usable starting in March).

- 4. The entered External Posting Enabler license key has expired and is no longer valid. Please contact your Reseller.**

Explanation:

This means that the license that has been introduced is not usable anymore due to it having already expired. This means that the present date is already past the license's expiration date. As for the latest External Posting Enabler Service Packs, this should only be applicable to the Subscription license type.

Troubleshooting:

If the license that you have used was generated from a Perpetual entry within our database, please check that you are using the latest External Posting Enabler Service Pack for Mastercam 2022 or 2023. If that does not solve your issue, please contact us explaining which license is affected and your specific setup.

- 5. You have reached the maximum number of allowable machines with your External Posting Enabler license. You cannot use the selected machine with the External posting option. Please enter a new External Posting Enabler license in the next dialog box or contact your Reseller.**

Explanation:

As stated, this means that you have used up the allotted number of machines that could be registered for your given license. This can be caused by simply renaming and posting with a machine that contains an external posting definition or just by using several different external posting-compatible machines.

Troubleshooting:

If you have perhaps renamed one of your machines, then please name it back to the previously used names. You should then be able to use that definition once again on that computer. If you have somehow renamed a single machine several times and ended up using all your allotted machines, please contact us for a license resetting application with the affected license number. In the meantime, you could use one of the older machines' names.

- 6. Please enter the license key provided by your Reseller to use External Posting Enabler with the selected machine and post-processor. The 30-day free trial option was already used and cannot be used anymore with this version of Mastercam.**

Explanation:

This message appears if the user tries to use an External Posting compatible machine and has already used up their free trial option. This message should otherwise not appear if you have activated a trial license on the same computer with a different Mastercam version.

Troubleshooting:

Just add a valid license to continue using the External Posting Enabler product. This can be done within the menu that pops up here, as well as within the License menu found within the machine settings window.

- 7. Your 30-day free trial for external posting expires in (number) days. Contact your Reseller for an External Posting Enabler license or enter a license key below.**

Explanation:

This message simply informs you of how many days will remain before your External Posting Enabler trial stops working. It can be skipped by just pressing the red X button. The product will continue to be usable for the mentioned number of days and the license itself can be added at any time during this testing period from both this menu as well as from within the License menu itself.

- 8. Please enter the External Posting Enabler license key provided by your Reseller or use the 30-day free trial option, to be able to use Machine Simulation with the selected machine and post-processor for 30 days.**

Explanation:

This is the default message that should appear when an External Posting Enabler compatible machine definition is used with the External Posting functionality activated. To continue the posting process, please input a valid External Posting Enabler license or use the 30-day free trial option.

- 9. Your External Posting Enabler license for external posting expires in (number) days. Contact your Reseller to renew your External Posting Enabler license or enter a new license key below.**

Explanation:

This message notifies the External Posting Enabler user that their subscription license is about to expire. It starts appearing when the license has 30 days remaining and will appear several more times afterward before it expires. This message is unique to the Subscription license model and should therefore not appear when using Perpetual licenses.

Troubleshooting:

Make sure that the user was provided with a subscription license for this message to appear. Modifying the license type for a user after a license was generated will not alter the already generated licenses.

- 10. You do not have a valid External Posting Enabler license to use external posting with this version of Mastercam.**

Explanation:

This is a currently deprecated message that could be returned by our older, unpatched Mastercam 2022 and Mastercam 2023 builds. This message was initially returned if the user tried to input a Perpetual license with a start date set past the June of the year of the affected version of Mastercam when the new version would have already appeared. For example, if for an unpatched Mastercam 2022 build we would have provided a Perpetual license that had a start date set for July 2022 or later, this license would be rejected, and this message would be returned.

Troubleshooting:

To fix this, please apply the External Posting Enabler Service Packs that we provide within the downloads section of our website. You will then be able to register and use the license as expected. This message should not be returned for newer versions of Mastercam or by a patched build of Mastercam 2022 or 2023. Please contact us if you encounter this message and the service pack did not solve it.