



**Topic:** Login Icons Are Disabled After Update  
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If you find yourself faced with disabled (grayed-out) login icons after installing an update, it is almost surely because you neglected to update the license information stored in your database when you last renewed your SOS support. Your login window will look something like this, with one or more icons disabled, like the one circled in the figure below:



The steps below require that you have either a license sheet or an email from SOS that you received after your last support renewal. If you cannot find either of these, then you will have to call SOS (352-242-9100) to have the information sent to you again.

## Licensing From SOS-Provided File

When you renewed your support, SOS sent you an email with an attached license file. If you can find that email or the file, that would offer the easiest solution to the problem. Just follow these directions:

1. If you have received a license file, make sure the file is accessible. This means that you have:
  - Copied the file (which will be named LK<something>.TPS) to a folder on your hard drive, or
  - Detached or copied the file received in an email message to the SOS folder on this computer.

2. Click on the **Start** button at the bottom of your windows desktop, then **All Programs**, then **SOS Applications**, then **DBTools**.
3. Next select **File > Load Licenses**. Click the **Select Input File** button, and locate the license file (which will be a file that starts with the letters “LK” and ends in “TPS”, or shows in Windows Explorer as a “TPS file” and will have a date within the past year).
4. Highlight it and click **Open**.
5. Now click the **Load** button. Doing so will update your SOS system licensing information.
6. When done, close DBTools. You should now be able to run your products without any licensing errors.

If you have not received a license file, then it will be necessary to enter the license information manually, using the instructions in the next section.

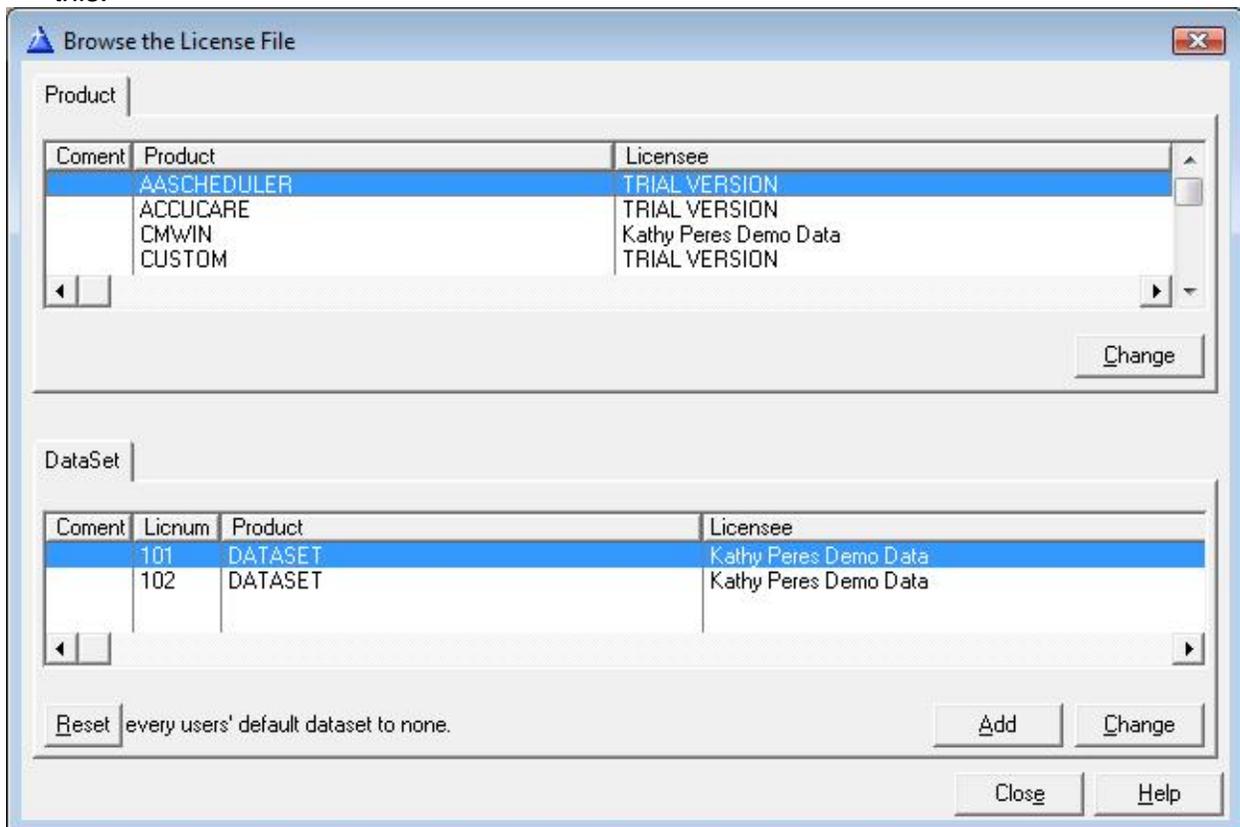
### Licensing manually

1. 1. Locate the sheet of paper or e-mail you received from SOS containing your license information. It will be titled:

**Synergistic Office Solutions, Inc.**

**Your license registration information appears below:**

2. Click on the **Start button** at the bottom of your Windows desktop, then **Programs** (or **All Programs** if using Windows XP), then **SOS Applications** then **DBTools**.
3. Once DBTools has opened, select **File > Licenses**. The window will look something like this:



4. If you scroll through the list at the top you will see one or more entries with a red error notice in the first column. These are the entries that must be updated with the correct information. Double-click the first entry with the error message.
5. Correct the **Support Month**, **Support Year**, and **Control#** values so that they match the appropriate values on your license sheet.
6. Click **OK** to save. If the form refuses to save, there is an error in the information you have entered. Try again, being very careful to enter the data exactly as on your license sheet. Check the other values as well to be sure that they match.
7. Repeat the process for any other entries in the list that are marked as having an error.
8. When done, close DBTools. You should now be able to run your programs without any licensing errors.