

Titan Tricks

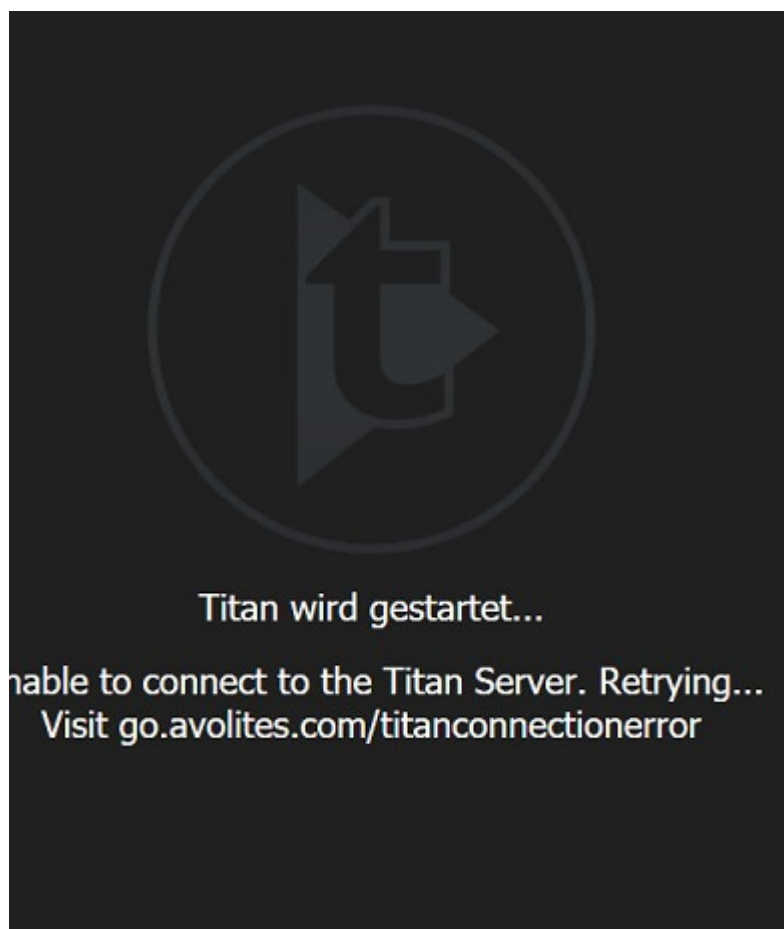
# CodeMeter Runtime Server doesn't start

Detected and solved january 2021, with Titan v13 and v14, with a T1.

## Symptoms

This error shows with various symptoms:

The famous Titan error:

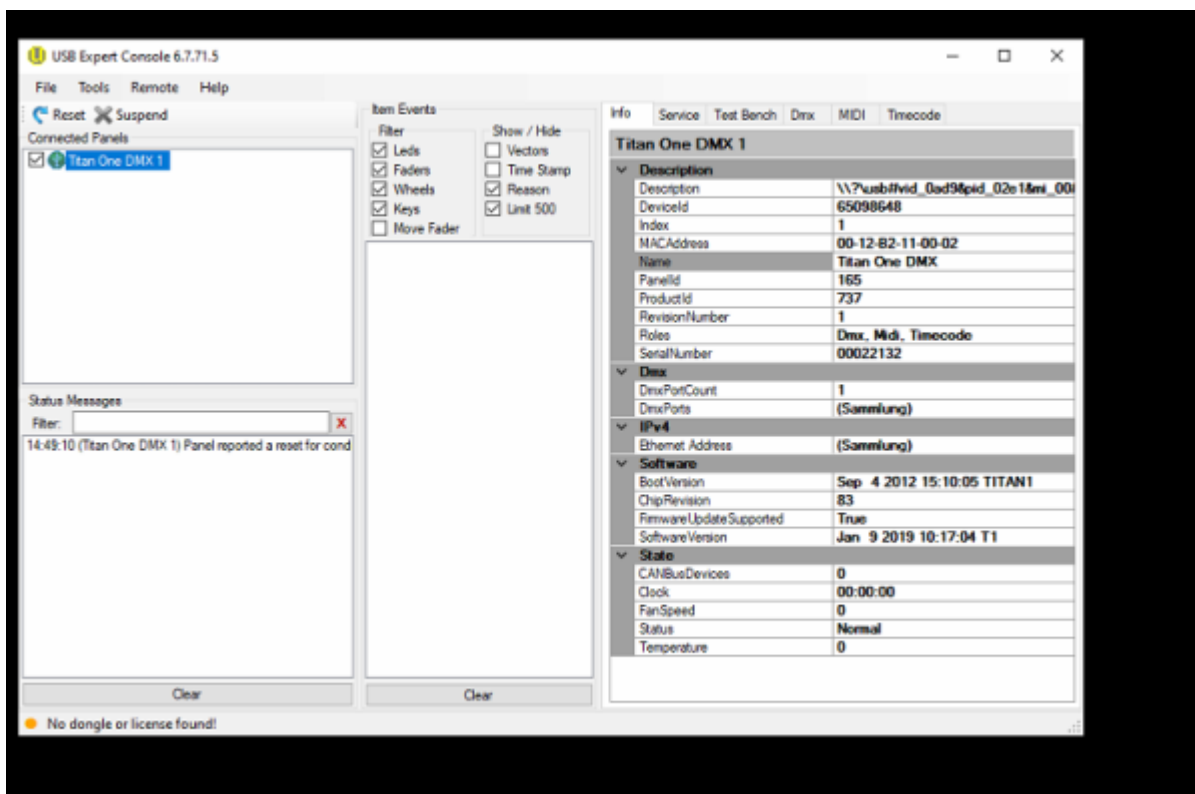


The logs say that the licence service doesn't run:

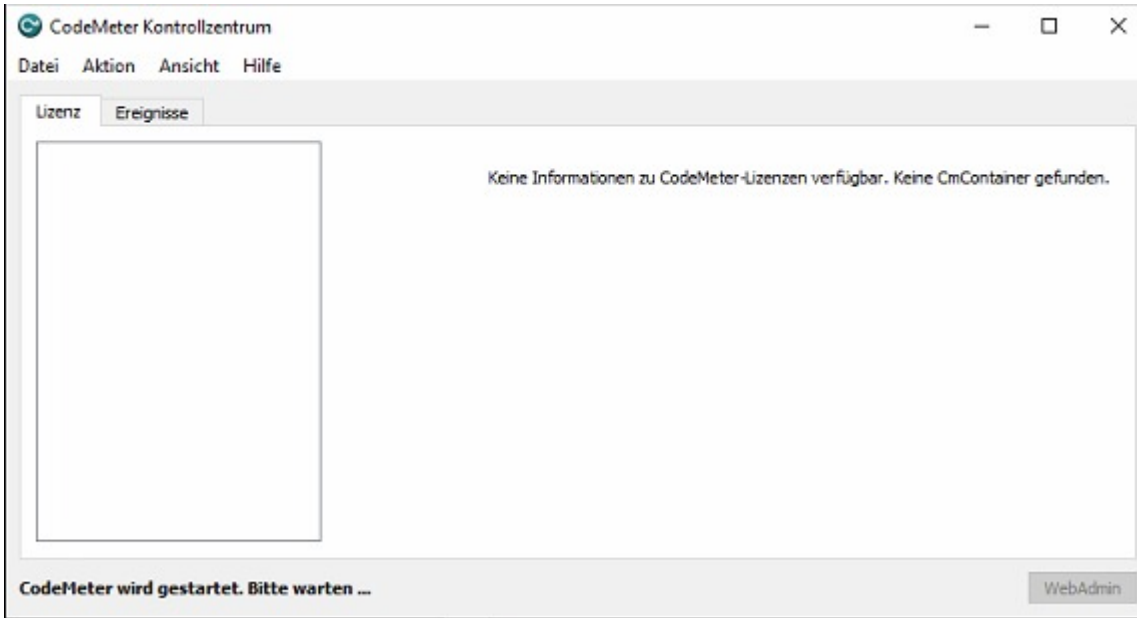
TitanSimulator	Avoties.General.ExceptionHandling.AvoLifecycleLogEnt	Start up software complete.	22/01/2021 13:02:10	14.0.100.5	WORKKELLER
TitanHealthCheck	System.ComponentModel.Win32Exception	Der Dienst antwortete nicht rechtzeitig auf die Start- oder Steuerungsinfo	22/01/2021 13:02:10	3.2.43.5	WORKKELLER
TitanSimulator	Avoties.General.ExceptionHandling.AvoLifecycleLogEnt	Starting up software...	22/01/2021 13:02:41	14.0.100.5	WORKKELLER
TitanSimulator	System.ApplicationException	Request to exit application. Prompting user for confirmation.	22/01/2021 13:03:23	14.0.100.5	WORKKELLER
TitanSimulator	Avoties.General.ExceptionHandling.AvoLifecycleLogEnt	SHUTDOWN - Disposing Show Controller	22/01/2021 13:03:25	14.0.100.5	WORKKELLER
TitanSimulator	Avoties.General.ExceptionHandling.AvoLifecycleLogEnt	Start up software complete.	22/01/2021 13:03:43	14.0.100.5	WORKKELLER
TitanSimulator	Avoties.General.ExceptionHandling.AvoLifecycleLogEnt	Shutting down software...	22/01/2021 13:03:43	14.0.100.5	WORKKELLER
TitanSimulator	System.Threading.ThreadAbortException	Der Thread wurde abgebrochen.	22/01/2021 13:04:25	14.0.100.5	WORKKELLER
TitanSimulator	System.Threading.ThreadAbortException	Der Thread wurde abgebrochen.	22/01/2021 13:04:25	14.0.100.5	WORKKELLER
TitanSimulator	System.Threading.ThreadAbortException	Der Thread wurde abgebrochen.	22/01/2021 13:04:25	14.0.100.5	WORKKELLER
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```
< E2ETraceEvent xmlns="http://schemas.microsoft.com/2004/06/E2ETraceEvent">  
  < System xmlns="http://schemas.microsoft.com/2004/06/windows/eventlog/system">  
    < EventID>  
      0  
    < Type>  
      3  
    < SubType Name="Error">  
      0  
    < Level>  
      2  
    < TimeCreated SystemTime="2021-01-22T12:02:10.7110823Z"/>  
    < Source Name="General"/>  
    < Correlation ActivityID="{00000000-0000-0000-0000-000000000000}"/>  
    < Execution ProcessName="TitanHealthCheck" ProcessID="9648" ThreadID="1"/>  
    < Channel />  
    < Computer>  
      WORKKELLER  
  < ApplicationData>  
    < TraceData>  
      < DataItem>  
        < XmlLogEntry>  
          < Xml />  
        < Message>  
          Der Dienst CodeMeter.exe kann nicht auf dem Computer . gestartet werden.  
        < Categories>  
          < String>  
            General  
          < Priority>
```

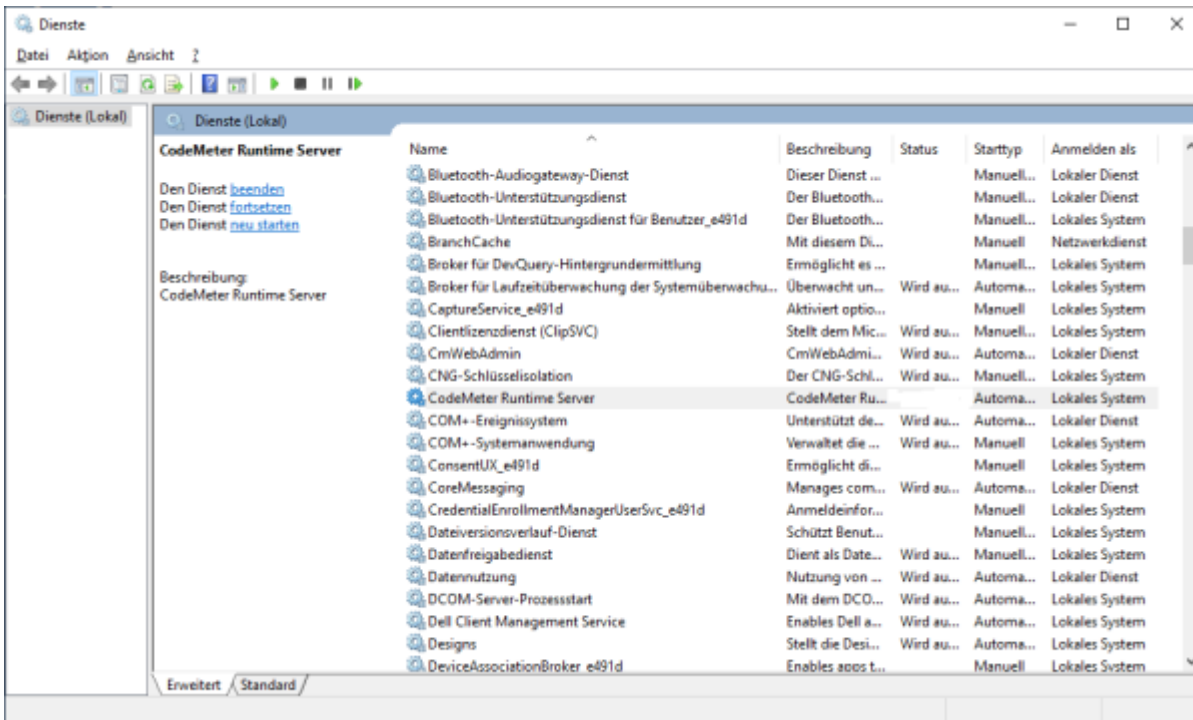
USB Expert says 'No dongle or license found!'



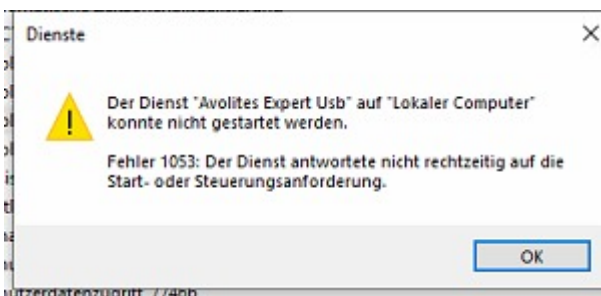
CodeMeter Control Center is empty:



In services, the CodeMeter Runtime Server doesn't run:



When you try to start USB Expert Service you get an error:



And when you finally try to start CodeMeter Runtime Service from a prompt you get this error:

```
Administrator: Eingabeaufforderung
Microsoft Windows [Version 10.0.18362.1316]
(c) 2019 Microsoft Corporation. Alle Rechte vorbehalten.

C:\WINDOWS\system32>net start "CodeMeter Runtime Server"
Der Dienst reagiert auf die Kontrollfunktion nicht.

Sie erhalten weitere Hilfe, wenn Sie NET HELPMSG 2186 eingeben.

C:\WINDOWS\system32>
```

## Solution

I found this after intensively searching the webs:

<https://www.plcnext-community.net/en/discussions.html?controller=attachment&task=download&tmpl=component&id=309>:

Open the "C:\Windows\System32\drivers\" or "C:\Windows\SysNative\drivers\" folder and check whether this folder includes a file called "Multikey.sys". You must delete this file.

Before you delete this file, open Windows Device Manager (Control Panel) and check whether a driver called "Virtual USB Multikey X64" is installed.

If this driver is installed, uninstall it before you delete the "Multikey.sys" file.

If this driver is not installed, delete the "Multikey.sys" file straightaway.

Note:

Sometimes, the system uses the "Multikey.sys" file in the c:\windows\system32\drivers\ folder to emulate a dongle.

**This file is blacklisted by Wibu, as it interferes with the Wibu license system.**

Sometimes, you can even find the "Virtual USB Multikey x64" device driver when you open Windows Device Manager.

If this driver exists, the "Multikey.sys" file will also exist.

After deleting this file and restarting windows Codemeter and Titan immediately work without problems.

From:

<https://www.avosupport.de/wiki/> - **AVOSUPPORT**

Permanent link:

<https://www.avosupport.de/wiki/tricks/codemeterstartproblem?rev=1611673337>

Last update: **2021/01/26 15:02**

