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Internet Connection needed to use SuperChems / Unable to activate license

Kamel Balquis - 2023-10-26 - Comments (0) - SuperChems™

Process Safety Office communicates with our cloud based licensing server, which is at https://licensing.ioMosaic.com/ioMosaic/

The communication is for license verification, refreshing license and licensing related changes in general.

In some cases, you might get an error message when launching SuperChems (or any other related Process Safety Office Suite components).

If you receive this error (identified by its title "Process Safety Office (0x19)", or the following error, below are some steps to troubleshoot.

Process Safety Office ® () × The request was aborted: Could not create SSL/TLS secure channel. OK Process Safety Office @ (0x19) × You need an Active Internet Connection to use SuperChems
Please contact your System Administrator!

First step:

• Open your preferred web browser (Google Chrome, FireFox, Edge, ...)

OK

• Type the following address in the address bar and press Enter:

https://licensing.ioMosaic.com/ioMosaic/

• You should see the following page:

🚩 Log in- Produ	uct Keys Manager	× +			\sim	—	0	×
\leftrightarrow \rightarrow G	licensing.iom	osaic.com/ioMosaic/A	Account/Login?re	•- ☆			Incognito	(\cdot)
	Q ss Safety						ļ	<u>.og in</u>
i About	E Contact	Support 🔤						
User nam Enter yo Password Enter yo	Please Enter ne bur Username d bur Password	Username & P	Password					
						© 202	3 - iOiQ, LL	с

- There is no need to login, we've established that you have internet access. Proceed to next step
- If the page does not load, please verify you have internet connectivity.

Second step:

- Open a command prompt (You don't need admin privileges). (Instructions how to open a command prompt can be found <u>here</u>)
- Type the following
 - $\circ~$ c: then press Enter
 - cd c:\iOiQ\PSOx.y\ioLicense\ then press enter (where x.y is the version of Process Safety Office that you have installed)
 - $\circ~$ ioLicense.exe diagnose and press enter



- A Form will be displayed
 - $\circ~$ Keep the "Licensing server" field with the default value
 - $\circ~$ Enter API in the text box under it
 - Click on "Connect"
 - The application will run diagnosis and display the results in the space below it, detailing any errors/potential issues.

Diagnostics	Do not change thi	s –			×			
Licensing server	https://licensing.ioMosaic.com/ioMosaic/							
	API							
	Connect Type the word API h	ere						
	-=-=-=================================	^						
	*Trying https://licensing.iomosaic.com/ioMosaic/API.asmx **Timeout=2000							
	Query ****Query completed							
	End ServerAvailable							
	-=-=-=-=-=-=-=-=-==-==================							
	auery ***Query completed -====================================							
	****End CheckProxy -====================================							

If the results show "The underlying connection was closed: An unexpected error occurred

on a send", proceed to next step

If the results show a different error, please reach out to <u>iOiQHelpdesk@ioMosaic.com</u> with a screen shot of the results and someone will help you.

Third step:

- Open Windows Explorer and navigate to c:\iOiQ\PSOx.y\ioLicense\
- Edit the file ioLicense.exe.config in any text editor (ex: Notepad, Notepad++...)
- Change Line 9 from:

<add key="ioLURL" value="https://licensing.ioMosaic.com/ioMosaic/" />

То

<add key="ioLURL" value="http://licensing.ioMosaic.com/ioMosaic/" />

Note the change of https to http

- Save the file
- Repeat Second step above and verify connectivity
- Open the relevant Process Safety Office application (SuperChems, PHAGlobal...) and verify it works
- Once confirmed, please communicate with your IT Helpdesk and inform them that you need help unblocking https access. They can contact <u>iOiQHelpdesk@ioMosaic.com</u> for more details on what needs to be done

If following the above steps does not resolve your issue, please contact <u>iOiQHelpdesk@ioMosaic.com</u> with a screen shot of the results and someone will help you.