

# Knowledge base

## **List of tasks to be performed when you are unable to get the license in Tally9**

### **What is this document about?**

This document is a step by step guide for troubleshooting when you are unable to get the license in Tally9.

### **What do I need to do?**

#### **Tally9 Silver (Single User)**

Check the following on your computer where Tally9 Silver is installed:

1. System Date and Time of the machine (Refer to procedure #1 of License Server machine checklist)
2. License file (Refer to procedure #2 of License Server machine checklist)
3. Activate License (Refer to procedure #3 of License Server machine checklist)

#### **Tally 9 Gold (Multi User)**

##### **License Server machine**

Check the following on your license server machine:

1. [System Date and Time of the License Server machine](#)
2. [License file availability](#)
3. [Activate the license](#)

##### **Client Machines**

Check the following on the client machines:

1. [Tally Release – Server and Client](#)
2. [Tally.ini File Settings](#)
3. [Network \(LAN\) Settings](#)
4. [Network connectivity with Server](#)
5. [License service on network](#)
6. [Tally License Server File](#)
7. [Firewall Settings](#)
8. [Proxy Settings](#)

## **Detailed procedure for each task of the checklist**

### **1. System Date and Time**

Check the **System Date** and **time** (Fig. 1) of the Computer system, it should be the current date and time.

Go to **Start > Settings > Control Panel > Date and Time**

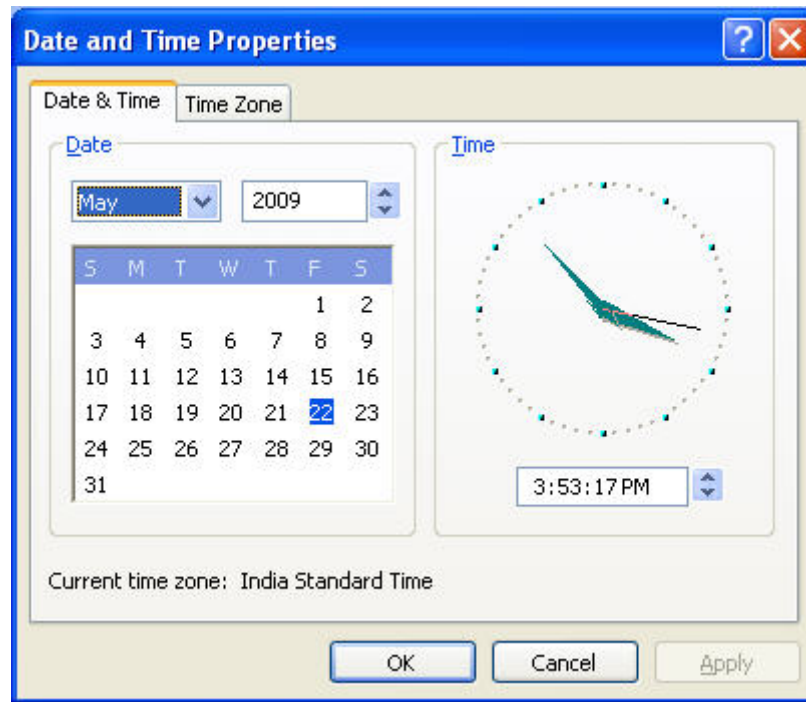


Fig. 1

**2. License file availability:**

Check whether the license file **Tally9.lic** is available in the Tally 9 application folder (E.g. C:\Tally9\tally.lic) or in the folder where you have installed the License Server on the license server machine.

| Name                 | Size      | Type                   | Date Modified       |
|----------------------|-----------|------------------------|---------------------|
| Data                 |           | File Folder            | 5/29/2009 11:41 AM  |
| Lang                 |           | File Folder            | 9/15/2008 6:47 PM   |
| lang.900             | 3 KB      | 900 File               | 9/8/2008 8:16 PM    |
| lockconverter.exe    | 156 KB    | Application            | 9/9/2008 8:39 PM    |
| migration.err        | 1 KB      | ERR File               | 4/7/2009 6:12 PM    |
| migration.log        | 37 KB     | Text Document          | 4/7/2009 6:47 PM    |
| stat.900             | 1,738 KB  | 900 File               | 8/28/2008 7:24 PM   |
| StkSum.xls           | 34 KB     | Microsoft Excel Wor... | 4/10/2009 6:04 PM   |
| tally9.lic           | 2 KB      | LIC File               | 4/10/2009 4:41 PM   |
| tally72migration.exe | 6,784 KB  | Application            | 11/15/2007 10:59 AM |
| tally.exe            | 11,040 KB | Application            | 9/9/2008 8:40 PM    |
| Tally.ini            | 2 KB      | Configuration Settings | 6/9/2009 2:57 PM    |
| TALLY.SPL            | 1 KB      | Shockwave Flash O...   | 4/10/2009 4:49 PM   |
| tally_resp.lic       | 2 KB      | LIC File               | 3/23/2009 3:40 PM   |
| tallylic9xserver.exe | 64 KB     | Application            | 9/9/2008 8:41 PM    |
| tallylicserver.exe   | 60 KB     | Application            | 9/9/2008 8:41 PM    |

Fig. 2

### 3. **Activation Procedure:**

#### **Online Activation Procedure**

##### **For Users Connected to the Internet:**

When you run Tally for the first time after installation, the Activation Form is displayed.

**Activation Form**

Serial : [REDACTED]  
Key :  
E-Mail :

*(Important: Indicating correct Email-ID would enable you to receive information on Updates, Upgrades and Promotions from Tally.)*

Fig. 3

Enter the **Serial**, **Key** and **E-mail**, if you are connected to Internet. Else, press **Esc** or **Ctrl+Q** to quit this form.

Activate your license by using the **online** option available in **F12: Configure > Licensing > Online > Activate**

To activate your license:

1. Start Tally. Tally displays **Online Activation Form** with three fields (Fig 3).
2. Enter the correct **Serial** and **Key**, and **Email - ID** in the Activation form that displays and press **Enter** to proceed.
3. Tally connects to the **Tally Internet Services Server** to validate your registration information.
4. On entering the correct **Serial** and **Key**, a message displays indicating that your license is activated (Fig. 4).

**Congratulations! Tally 9 is activated!**

*(Press 'Esc' to Continue)*

Fig. 4

5. Now Tally is ready to use as a licensed version.

## Offline Activation Procedure

### For Users not connected to the Internet:

If your computer does not have an Internet connection, you can activate your Tally license using the **Offline** option. Go to **F12: Configure > Licensing > Offline > Activate**

#### To activate your license:

1. When you start Tally, an Activation Form dialog window will be displayed. As you do not have an Internet connection, press Esc or Ctrl+Q to quit this form.
2. Press **F12: Configure > Licensing > Offline > Activate**
3. Tally displays the **Offline Activate Form** with three fields. If the Serial, Key and Email Id are correct, a message displays indicating that the **tally\_req.lic** file has been successfully generated.
4. Copy the **tally\_req.lic** file in the Tally folder on a floppy/CD and take it to any computer with Internet connectivity.  
**Important:** Tally must be installed in the computer with Internet Connectivity.
5. Paste the **tally\_req.lic** file in the Tally folder on this computer, start Tally and go to **F12: Configure > Licensing > Offline**

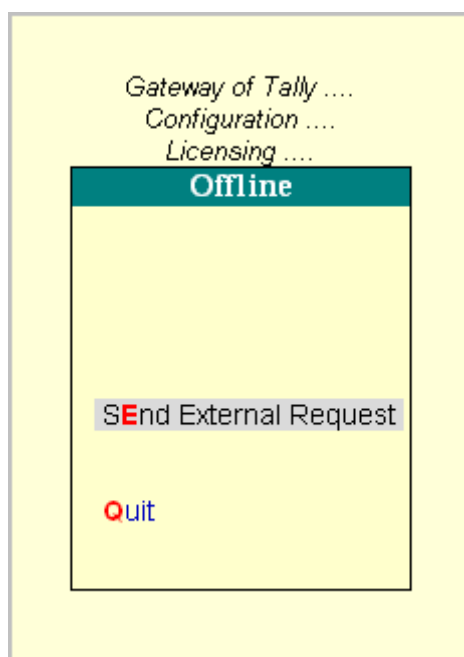


Fig. 5

6. Click on the **Send External Request** option to send the request to Tally Internet Services server. The response will be saved in a new file called **tally\_resp.lic**, which will be generated in the Tally folder.
7. Copy the **tally\_resp.lic** file into a floppy or CD, from the Internet connected computer and paste the file into the Tally folder of your computer.
8. Start Tally and you are now ready to use Tally.

## Check the following on the client machines:

### 1. Tally Release – Server and Client

The **Tally 9 Release** (Fig. 6) should be same in both **Server** and **Client** machines.

If Server machine shows as below:

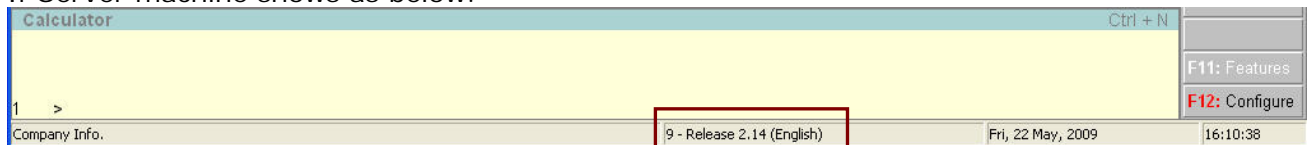


Fig. 6

Client machine should display the same, if not install the same release in clients.

### 2. Tally.ini File Settings

Go to Tally folder and open **Tally.ini** (Fig. 7) file and check the settings.

Settings for Client system:

- **TallyLicense = Connect** (Remove the semi colons(;;) in the beginning, if any)
- **TallyLicenseServer=IP Address of Server or Servername:Port**,  
Eg.192.168.3.1:9000 (Remove the semi colons(;;) in the beginning, if any)
- **TallyLock = None**
- **TallyLockServer = No**

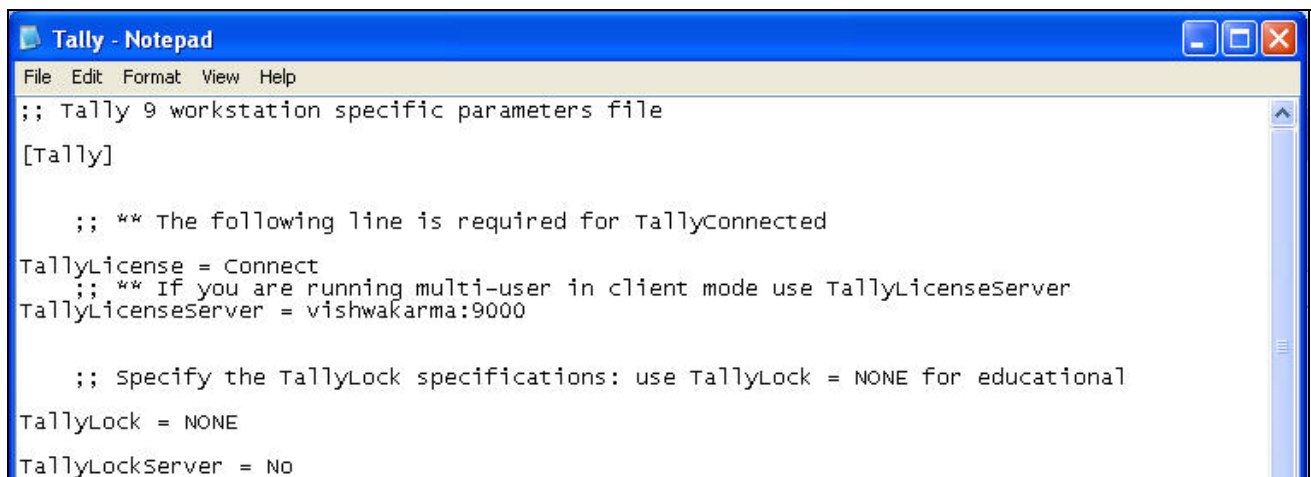


Fig. 7

### 3. Network (LAN) Settings

#### IP Address of Client and Server machines

**Check IP Address:** Go to **Start > Run > Command or cmd >** Type 'ipconfig', it will display (i) IP Address (ii) Subnet Mask (iii) Default Gateway. (Fig. 8)

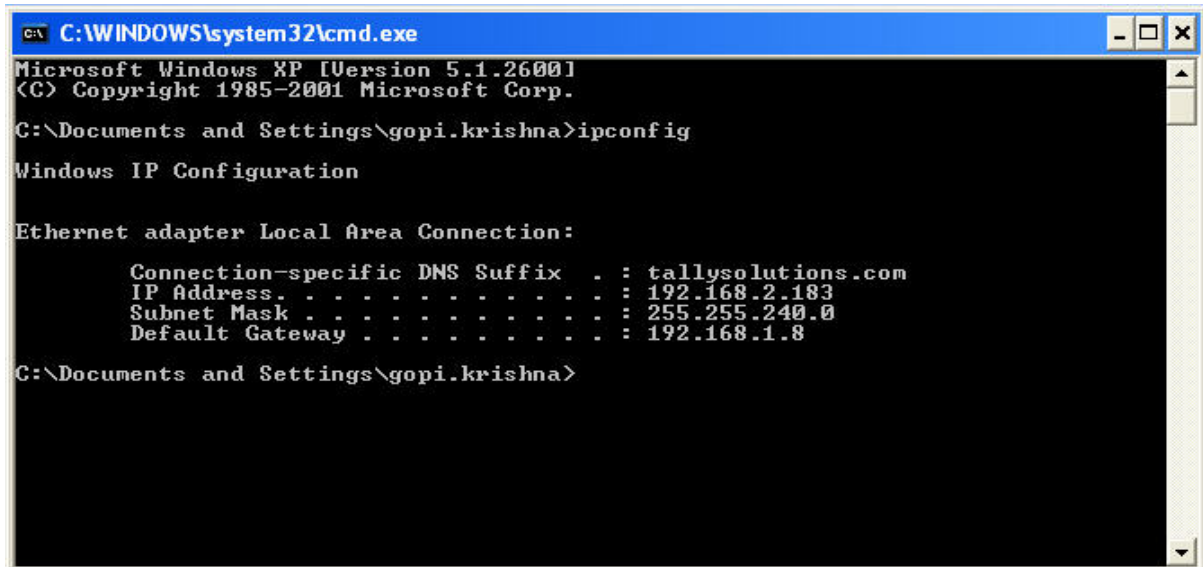


Fig. 8

**Please note** that the Subnet Mask number should be same in the Server and the Client machines.

- If the Subnet Mask in the Server is 255.255.248.0, the Subnet Mask in the Nodes should also be 255.255.248.0
- If the IP address in the Server is: 192.168.10.X, the IP Address in the Node should have no.10 i.e., 192.168.10.X, it should not be another LAN segment as 192.168.11.X.

### 4. Network connectivity with Server

**Ping the Server** and check the **network connectivity**, i.e., Start > Run > Command or Cmd > Ping (IP Address of Server) (Fig. 9)

E.g., Ping 192.168.1.63, you will get a reply 'Ping 192.168.1.63 with 32 bytes of data', along with other message lines (Please see to it that the Lost % is 'zero')

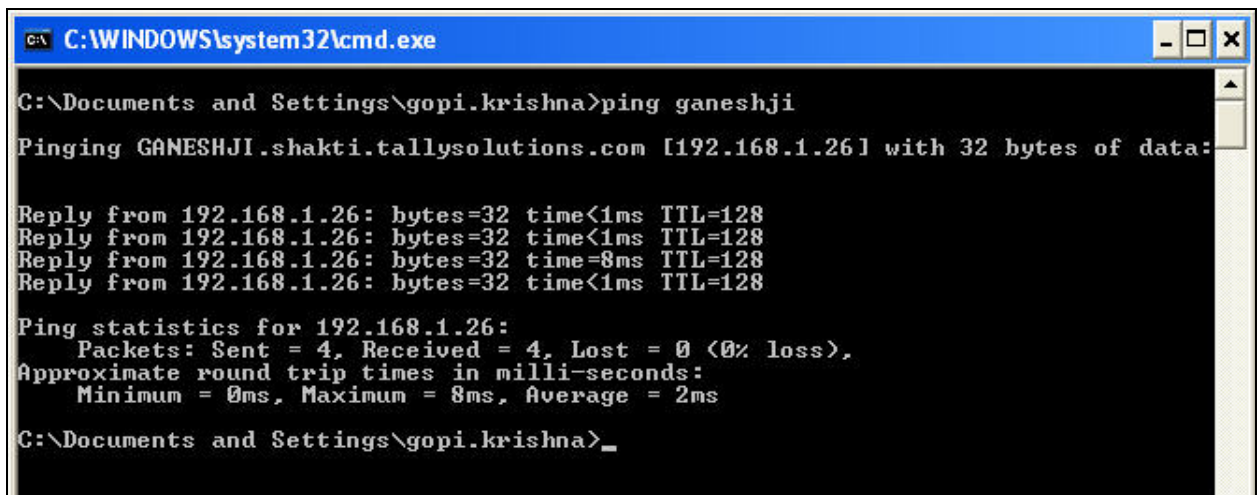


Fig. 9

### 5. License service on network

Check whether the **license service** file is running on the network ('tallylic9xserver.exe in case of Win 95, 98 or ME' or **tallylicserver.exe** in case of Win 2000, & above):

Open Internet Explorer and type '**http://Servername/Server IP Address:Port**'. Example: **192.168.1.3:9000** (Fig. 10). It should display a message '**Tally 9 Server is Running!**'. If it displays a message '**The Page cannot be displayed**', then check the following.

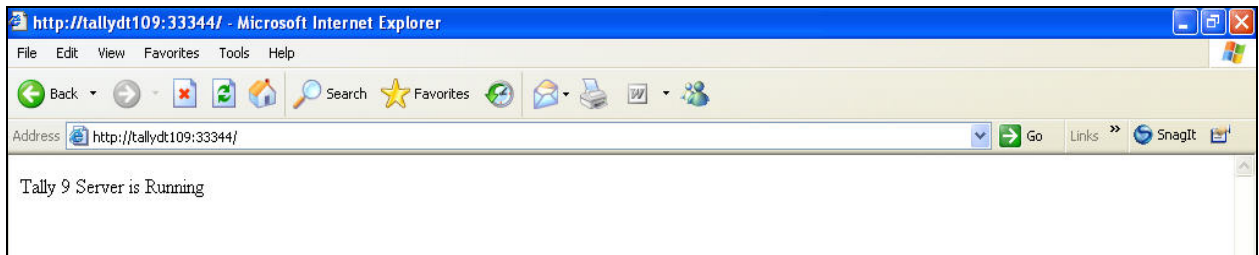


Fig. 10

### 6. Tally License Server File

Double Click '**tallylic9xserver.exe** (in case of Win 95 or 98)' or **tallylicserver.exe** (in case of Win 2000, NT & XP) file available in the Tally folder of the node, here the '**Install**' button should be highlighted (Fig. 7).

If '**Uninstall**' button is highlighted, it means that this service has been installed in the node, uninstall the same and restart the system. (Check whether the license file is installed in the server machine)

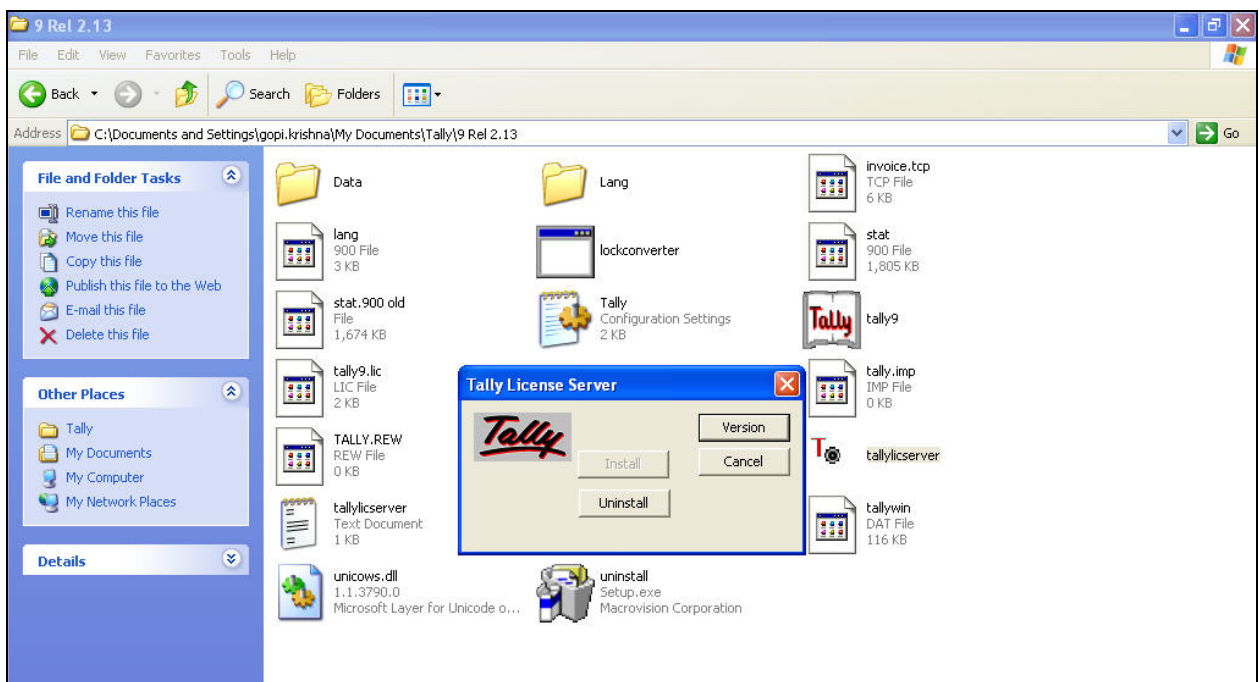


Fig. 11

## 7. Firewall Settings

**Adding Tally in Firewall exceptions:** Check whether Tally9 application files (Tally9.exe and Tallylicserver.exe) are added under exceptions of **Windows Firewall** (Control Panel > Windows Firewall > Exceptions > Add Program) (Fig. 12)

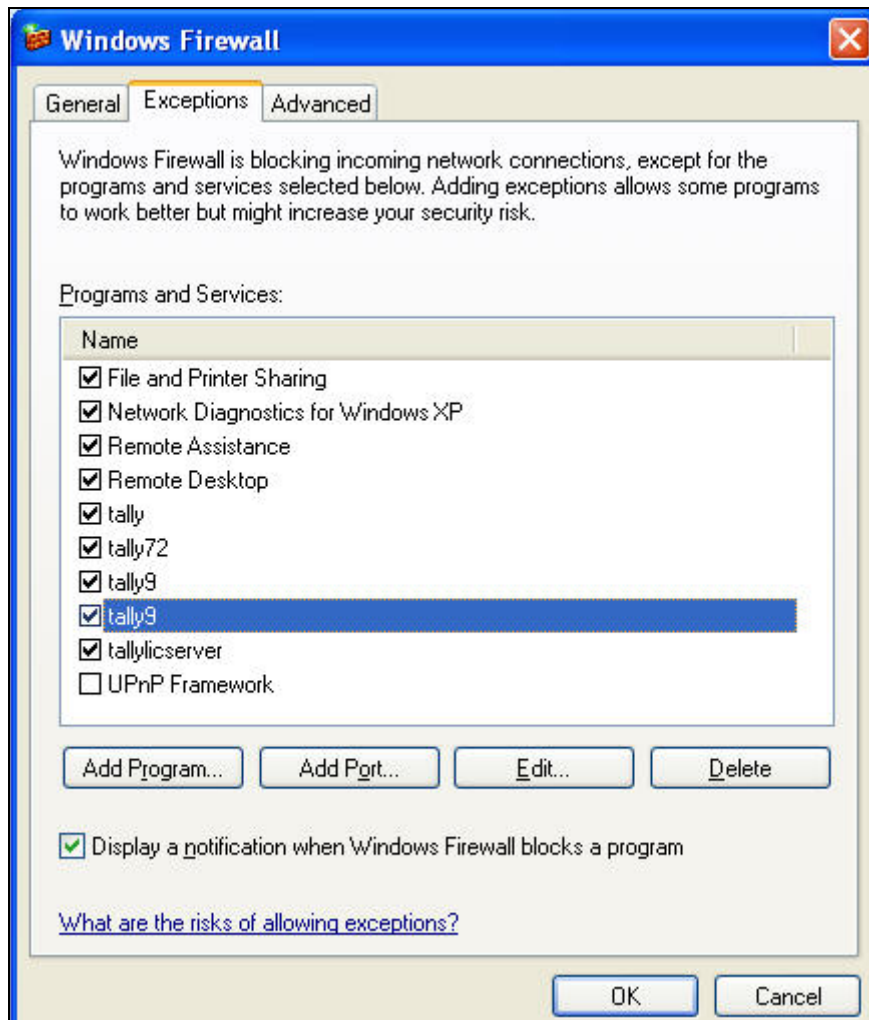


Fig. 12



## 8. Proxy Settings

If you are using **Proxy server** on your Client machine for internet connection, **add the servername** to the **exceptions** of **proxy settings**.

Open **Internet Explorer > Tools > Internet Options > Connections > LAN Settings >** Click the checkbox '**User Proxy Server for your LAN**' > **Advanced > Exceptions >**. Enter the IP Address and Port number of your **Service server**. E.g. Address = 192.168.1.3:9000 and save the changes.

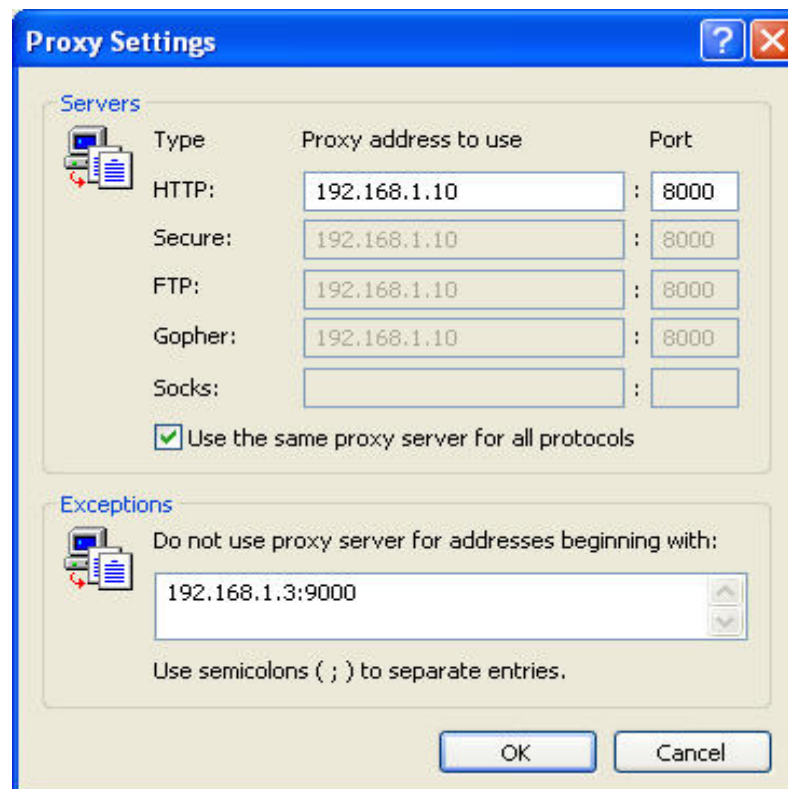


Fig. 13