Restoring FAST Application Credit Licenses

For Controllers 3200C, c300, p300, and p500 (from firmware V03.17)

1. Object

This document describes the procedure for restoring deleted FAST Application Credit licenses on SD cards of the Lenze Controllers 3200C, c300, p300, and p500.

Note
The FAST Application Credit license (FAST AC license for short) stored on the SD card will be lost if the SD card is formatted or files and folders are deleted.

2. Requirements

- A Controller 3200C, c300, p300, or p500 with firmware version V03.17 (or higher)
- A SD card delivered with a FAST AC license > 0

- Check the FAST AC license amount on the license sticker on the SD card (here 400 FAST AC).
- Check the FAST AC license level on the SD card.
- To do this, connect to the controller, e.g., via the EASY Starter or WebConfig. Alternatively, you can also access the SD card with an SD card reader using PLC Designer.
- Parameter 660 (Available "Application Credit") should display the value shown on the license sticker. In this case, it is 400 FAST AC:

| 660 | Available "Application Credit" | 400 | 0 |

- If parameter 660 (Available "Application Credit") has the value 0, the FAST AC license has been deleted.

3. Manual recovery by Lenze Service

To do this, proceed as follows:

1. Remove the SD card from the device and insert it into an SD card reader connected to your PC.
2. Delete the DeviceInfo.txt file in the root directory of the SD card.
3. Remove the SD card from the card reader and reinsert the SD card into the device.
4. Switch the device off and then on again.
   The DeviceInfo.txt file will be recreated.
5. Remove the SD card from the device again and insert it into the SD card reader.
6. Copy the DeviceInfo.txt file from the root directory of the SD card to your PC.
7. Submit a support request to Lenze Service at: https://www.lenze.com/support/
   7.1. The Application Knowledge Base (AKB) article (https://www.lenze.com/en-de/go/akb/202100066/1/) describes the procedure step by step.
   7.2. Important: Upload the previously saved DeviceInfo.txt file with your request, as your request cannot be processed without this file.
   7.3. Also upload a photo of the SD card as proof of ownership.
   7.4. You will receive a ticket number for your request.
   7.5. After processing, Lenze Service will provide you with a RestoreApplicationCredit.txt file.
8. Copy this file to the root directory of the SD card using the SD card reader.
9. Remove the SD card from the card reader and re-insert the SD card into the device.
10. Switch the device off and on again.
    The FAST AC license will now be restored on the SD card.
11. Check, for example, with EASY Starter or WebConfig whether the FAST AC license has been successfully restored. You can tell this by the fact that ...
    Parameter 660 (Available "Application Credit") is not equal to 0.
    The RestoreApplicationCredit.txt file is no longer present in the root directory of the SD card.

Note:
If errors occur during restoration, the device creates a Restore-ApplicationCredit_error.txt file and saves it in the root directory of the SD card.
The file contains details about the error, which you can use in the following section 1 Troubleshooting.

1. Troubleshooting

1.1. ERROR: License conflict

There is already a license file (file extension *.lic) on the SD card.

Solution:
Delete the directory "/Licenses_do_not_delete" with the FAST AC license on the SD card (if present).
Repeat the process from step 9 (see section 3 Manual recovery by Lenze Service).

1.1. ERROR: Invalid License

The license information does not match the SD card on which the FAST AC license is to be restored. The SD card must not be formatted after the DeviceInfo.txt file has been copied.

Solution:
Repeat the process from step 1 (see section 3 Manual recovery by Lenze Service).

The SD card comes from another device. Therefore, the DeviceInfo.txt file does not fit.

Solution:
Repeat the process from step 1 (see section 3 Manual recovery by Lenze Service).

1.1. The controller does not generate the DeviceInfo.txt file

The 3200C, c300, p300, and p500 controllers only generate the DeviceInfo.txt file from firmware version V03.17 onwards.

If the controller has an older firmware version, please update the controller firmware.

The current firmware version with a description of how to perform the update can be found in this Application Knowledge Base (AKB) article (https://www.lenze.com/en-de/go/akb/201700290/1/).