Lenze

Restoring FAST Application Credit Licenses

For Controllers c430, c520, c530, c550 (from firmware V01.05) and Servo Inverters i950 (from firmware V01.01)

1. Purpose

This document describes the procedure for restoring deleted FAST Application Credit licenses on SD cards of Lenze controllers c430, c520, c530, c550 and servo inverters i950.

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 c430, c520, c530, or c550 with firmware version V01.05 (or higher)
- A Servo Inverter i950 with firmware version V01.01 (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 or servo inverter i950, e.g., via the EASY Starter. Alternatively, the SD card can also be accessed with the PLC Designer using an SD card reader.
- Parameter 0x2012:2 ("Application Credit available") should output the value shown on the license sticker.
  In this case, it is 400 FAST AC:

Index	SubI	Name	Value	Unit
0x2012	2	Device information: Application Credit ...	400	

- If parameter 0x2012:2 ("Application Credit available") has the value 0, the FAST AC license has been deleted.

3. Automatic recovery by the device

The controllers c430, c520, c530, c550 (from firmware V01.05) and servo inverter i950 (from firmware V01.01), referred to below as the device, have a function for automatic restoration of the FAST AC license on the SD card.

If a valid FAST AC license is found on the SD card when the device boots up, it is stored together with the SD card identification in the device's internal memory, which is protected against power failures. The next time the device is booted (and every time thereafter), it checks whether the same SD card is inserted and whether the corresponding FAST AC license is present on the SD card. If the FAST AC license is missing, the device copies the FAST AC license stored in the device back to the SD card.

If a different SD card is inserted into the device, the device saves the FAST AC license and the identification of this SD card. This overwrites the previously saved license data.

Note:
To ensure that the automatic restoration of the FAST AC license works, the SD card may only be inserted into the device in which it was inserted before it was deleted!
No other SD card may have been inserted into the device in the meantime!

4. Manual recovery by Lenze Service

If the automatic restoration of the FAST AC license (see section3 Automatic recovery by the device) does not work, manual restoration of the FAST AC license is possible.

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. Turn 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 then on again.
    The FAST AC license will now be restored on the SD card.
11. Use EASY Starter, for example, to check whether the FAST AC license has been successfully restored. You can tell this by the fact that ...
    The parameter 0x2021:2 (Application Credit a) is not equal to 0.
    The file RestoreApplicationCredit.txt 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 5Troubleshooting.

5. Troubleshooting

5.1. 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 section4Manual recovery by Lenze Service).

5.2. 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 section4 Manual recovery by Lenze Service).

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

Solution:
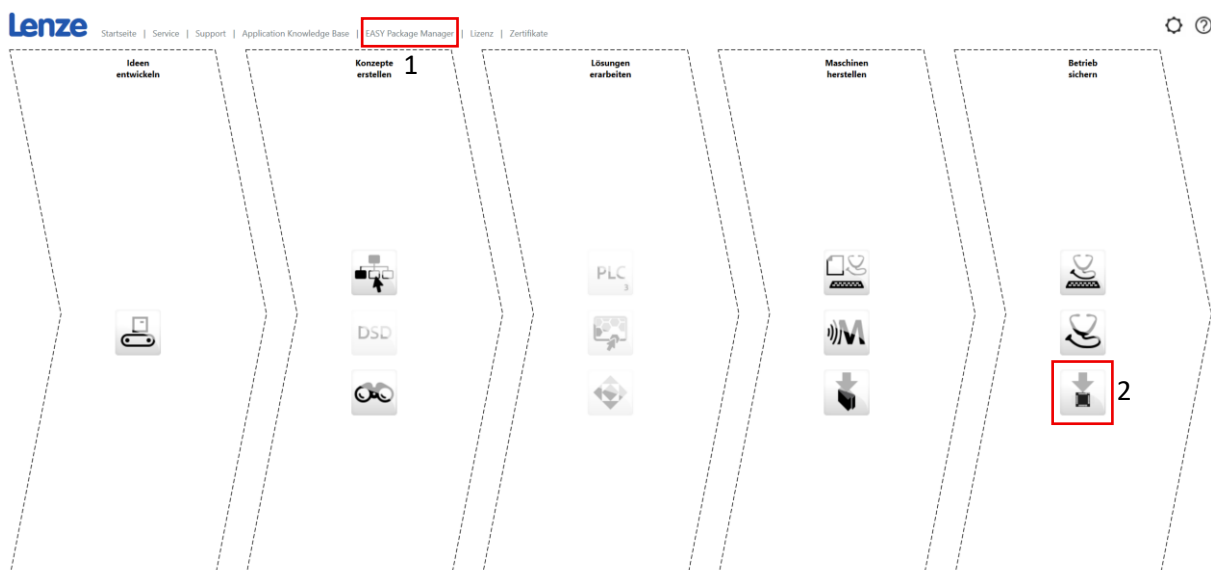Repeat the process from step 1 (see section4Manual recovery by Lenze Service).

5.3. The controller or servo inverter does not generate the DeviceInfo.txt file.

The controllers c430, c520, c530 and c550 only generate the DeviceInfo.txt file from firmware version V01.05 onwards, while the Servo Inverter i950 only does so from firmware version V01.01 onwards.

Therefore, perform a firmware update if necessary:

- Download the new firmware for the device to your PC using the EASY Package Manager (1).

- Upload the new firmware to your device using the EASY Firmware Loader (2).

The EASY Navigator and the EASY Package Manager (1) are part of every engineering tool installation. The EASY Firmware Loader (2) is included in every EASY Starter installation. You can call up both programs from the EASY Navigator (see red borders with numbers 1 and 2):

1 : EASY Navigator screen with overview of installed tools