

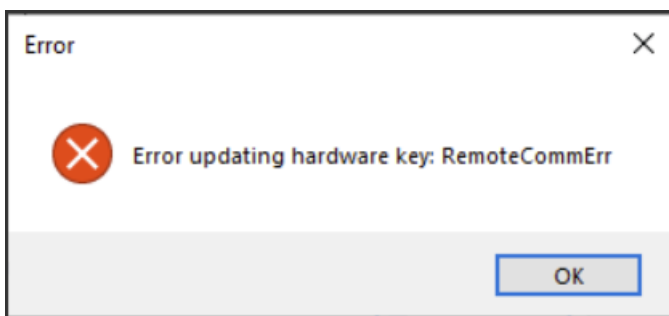
Error updating NextGen license, "Error updating hardware key RemoteCommErr"

How to resolve issues with installing a hardware license update that leads to the message "Error updating hardware key: RemoteCommErr".

Online version: <https://nextgen.sant-ambrogio.it/KB651652>

Latest update: 30 mag 2023

By starting the NextGen license key update process via License Manager, the program displays the following message:



Error updating hardware key RemoteCommErr

To solve this problem you need to:

- Disable any antivirus, antispyware or other program that can affect the correct functioning of other software by limiting its access to resources, especially hardware ones
- Disconnect your computer from the network
- Disconnect any third-party hardware keys connected to your computer
- Make sure that the only hardware key present is the Sant'Ambrogio one, via the control panel visible at the address <http://localhost:1947/>
- Apply the update again

The procedure can be followed both in the case of updating the green hardware key (single station) and in the case of updating the red hardware key (network license); in any case, you must connect a single key to the computer at a time and make sure that the computer is not connected to the network (via cable or wi-fi).