

## Frequently Asked Questions (FAQ)

**Q. What version of Windows is required for the client?**

A. Microsoft Windows 2000, XP, or Vista.

**Q. Does TK Solver 5.0 work on a Linux or Unix server?**

A. No. TK Solver 5.0 will only work on a Windows server.

**Q. If I change my server do I have to get a new license file?**

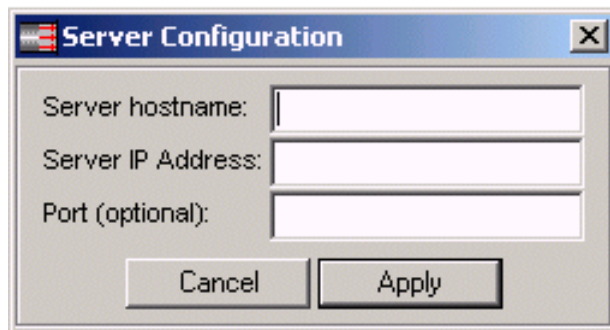
A. Yes. You need to email [support@uts.us.com](mailto:support@uts.us.com) the following information:

- Server Hostname and IP Address
- Disk Volume Serial Number and the Ethernet (MAC) Address
- Your name, company name, and contact information
- Your product serial number (found on the product box and on your License Agreement envelope)
- Other UTS products you currently have
- If you are able to receive zipped .EXE files by email

**Q. If I change my server how do I update my client machines?**

A. Please use the following tool to type in the new Server Hostname & IP Address

- Go to the Windows Start button
- Select Programs → UTS → TK Solver 5.0 Config Server



**Q. What does it mean if I receive the following error "Warning. Your license will expire..."?**

A. Your TK Solver 5.0 could be a Site License which requires yearly renewals. Please contact [sales@uts.us.com](mailto:sales@uts.us.com) for a renewal quotation.

**Q. How does the license borrowing feature work?**

A. An authorized user connected to a network server can request to borrow the software license from the pool of licenses on the server for a specific period of time. During this time the user can disconnect from the network license server and run the application in stand-alone mode. Similarly, the license count on the network license server is reduced during this check-out period. At the end of the check-out time the stand-alone license expires and is automatically returned to the pool of licenses on the server.

**Q. Can a borrowed license be returned early?**

A. Yes. Any license that has been borrowed can be returned early to the license pool on the server by connecting the same computer that borrowed the license and checking in the license.

**Q. Can I extend the license checkout period?**

A. No. Once a license is borrowed, the borrow period cannot be extended unless the license is returned early and borrowed again. However, this means that the computer would need to connect to the license server again.

**Q. I can't see a license.dat file on my laptop. Where does the borrowed license reside?**

A. The license information is written to the registry of the computer that is borrowing the license. No license file is created.

**Q. What do I need to use the license-borrowing feature?**

A. In order to be able to borrow the software licenses you must have a valid network license of TK Solver software that has been enabled with the BORROW feature (i.e. the license will have a BORROW= in the feature line). If you don't have this feature then you will need to contact Universal Technical Systems, Inc. to issue you a new license or to purchase the borrow feature.

## Contact Universal Technical Systems

Visit [www.uts.us.com](http://www.uts.us.com) anytime.

## Technical Support Issues

**Email (worldwide):** support@uts.us.com  
**North America and worldwide:** +1 815 963 2220  
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UTS also has User Forums available at [www.uts.us.com](http://www.uts.us.com)

## Sales and other issues

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